

Notification of changes to sub-processors date 12 November 2019

We are providing notice that effective from 1st December 2019 the tables of sub-processors in our Data Processing Addendum (DPA) at Annex 5 (on pages 13 for on-premises products and 15 for online products) will be deleted and replaced with the tables below. The DPA can be accessed at:

https://www.cch.co.uk/software/support/2015/whats_new/GDPR/docs/GDPR_DPA_23052018.pdf

Name	Services	Location
Citrix Inc.	Facilitation of document/database transfer (Sharefile); Screen sharing/ remote access (GoToMeeting)	EEA
Intelligent System Software (c/o Access Group); Wolters Kluwer	Support capability augmentation and/or DevOps	EEA; India (Model Clauses)
Salesforce.com	Support case management	EEA and/or US (Privacy Shield; Model Clauses)
KCOM Group Public Limited Company	Support website hosting	EEA
MindTouch Inc.	Support website self-help	US (Privacy Shield)
Wolters Kluwer group; Microsoft	Email/correspondence; business supporting services (e.g. as above) Virtual Machine Environment for resolving support cases	EEA, India (Model Clauses); US (Model Clauses, Privacy Shield)
Individual contractor(s)	During peak times and/or support escalation cases from time to time	EEA, US (Model Clauses)

Name	Services	Location
Microsoft Azure	Hosting platform. Please see certifications at: https://www.microsoft.com/en-gb/learning/azure-certification.aspx	EEA
BottomLine Technologies	Payment processor (PCI -DSS & ISO 27001 certifications)	EEA
Twilio Inc.,	Facilitation of SMS notifications sent by online products	US (Privacy Shield)
Sendgrid Inc.,	Facilitation of Email notifications sent by online products	US (Privacy Shield)
FCLS Group Limited	Software licence, hosting & maintenance, second line support (CCH Co Secretarial only)	EEA

If you wish to raise any objections, please write to us including an explanatory note that supports your objection at data-administration@wolterskluwer.co.uk

Yours faithfully,

Legal Dept.