

Notification of changes to sub-processors date 12 November 2019

We are providing notice that effective from 1<sup>st</sup> December 2019 the table of sub-processors in our DPA CCH OneClick (GDPR) will be deleted and replaced with the table below. The DPA can be accessed at: <https://www.wolterskluwer.co.uk/terms-conditions/>

Name	Services	Location
Microsoft Azure	Hosting platform. Please see certifications at: <a href="https://www.microsoft.com/en-gb/learning/azure-certification.aspx">https://www.microsoft.com/en-gb/learning/azure-certification.aspx</a>	EEA
BottomLine Technologies	Payment processor (PCI -DSS & ISO 27001 certification)	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)
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)
NewVoiceMedia	Facilitation of caller identification through CRM integration, support call request, recording and monitoring	EEA
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)

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](mailto:data-administration@wolterskluwer.co.uk)

Yours faithfully,

Legal Dept.