

# Sub-processors

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In providing our platform and services, we and our group companies may use sub-processors to provide specific functions and services such as hosting or customer support. We've set out details of who these sub-processors and the role that they play below. Not all of them will be relevant to the way that you access our platform or to the services that you receive from us. If you have any concerns please contact our customer support team at [support@immersivelabs.co.uk](mailto:support@immersivelabs.co.uk)

## Host providers of customer content

Amazon Web Services

<https://aws.amazon.com/compliance/eu-data-protection/>

*Hosting services*

One Burlington Plaza, Burlington Road, Dublin 4, Ireland

## Customer support services

Zendesk, Inc.

<https://www.zendesk.co.uk/company/customers-partners/privacy-policy/>

Provide support ticket and online chat software and services.

1019 Market Street, San Francisco, CA 94103

## Marketing Services

HubSpot CRM

<https://legal.hubspot.com/privacy-policy>

Customer relationship management software.

Ground Floor, Two Dockland Central, Guild Street, Dublin 1, Ireland

## Virus Protection

Mimecast Services Ltd

<https://www.mimecast.com/archived-pages/company/mimecast-trust-center/gdpr-center/privacy-statement/>

E-mail virus protection.

6th Floor, Citypoint, One Ropemaker Street, London, United Kingdom, EC2Y 9AW

## General

Microsoft Office 365 Office software suite. Microsoft Ireland Operations Limited, One Microsoft Place, South County Business Park, Leopardstown, Dublin 18, Ireland	<a href="https://privacy.microsoft.com/en-US/privacystatement">https://privacy.microsoft.com/en-US/privacystatement</a>
Google Cloud - G Suite E-mail provider and cloud storage. 1600 Amphitheatre Parkway, Mountain View, CA 94043, United States	<a href="https://policies.google.com/privacy?hl=en-GB">https://policies.google.com/privacy?hl=en-GB</a>

## Banking and finance

Xero Online accounting. Bank House, 171 Midsummer Boulevard, Milton Keynes, MK9 1EB	<a href="https://www.xero.com/uk/about/legal/privacy/">https://www.xero.com/uk/about/legal/privacy/</a>
Silicon Valley Bank Online banking. Silicon Valley Bank, Alphabeta, 14-18 Finsbury Square, London, EC2A 1BR	<a href="https://www.svb.com/corporate/privacy-policy/">https://www.svb.com/corporate/privacy-policy/</a>

We have entered into agreements with these companies on suitable terms to comply with our existing data protection obligations and we keep, and will continue to keep, those terms under review.

## Our Group Companies

Depending on where you or your group are based, and how you've asked us to provide the platform and services to you, other companies in our group may be involved in the provision of our Platform and Services to you.

- Immersive Labs Ltd (reg. no. 10553244) registered in England and Wales with registered office at Immersive Labs, Runway East, 1 Victoria Street, Bristol, BS1 6AA (UK)
- Immersive Labs Holdings Limited (reg. no. 11439032) registered in England and Wales with registered office at Immersive Labs, Runway East, 1 Victoria Street, Bristol, BS1 6AA (UK)
- Immersive Labs Corporation, a Delaware corporation (Corporation Trust Center, 1209 Orange Street, Wilmington, Delaware, New Castle County 19801 (USA))

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