

Sub-processors

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

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	
DiscoverOrg	https://www.zoominfo.com/about-zoominfo/privacy-center
Lead generation and acceleration.	
EngageTech Ltd	https://www.engagetechnology.com/privacy-policy/
Recruitment services.	
11 London Mews, London W2 1HY	

CompTIA <https://www.comptia.org/privacy-statement>

Joint marketing effort.

3500 Lacey Road, Suite 100, Downers Grove, IL, 60515

Bizbible/Marketo <https://documents.marketo.com/legal/privacy/>

Marketing services.

Corporate Headquarters, 901 Mariners Island Boulevard,
Suite #500 (Reception), San Mateo, CA 94404, USA

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 <https://privacy.microsoft.com/en-US/privacystatement>

Office software suite.

Microsoft Ireland Operations Limited, One Microsoft
Place, South County Business Park, Leopardstown, Dublin
18, Ireland

Google Cloud - G Suite <https://policies.google.com/privacy?hl=en-GB>

E-mail provider and cloud storage.

1600 Amphitheatre Parkway, Mountain View, CA 94043,
United States

Banking and finance

Xero <https://www.xero.com/uk/about/legal/privacy/>

Online accounting.

Bank House, 171 Midsummer Boulevard,
Milton Keynes, MK9 1EB

Silicon Valley Bank <https://www.svb.com/corporate/privacy-policy/>

Online banking.

Silicon Valley Bank, Alphabeta, 14-18 Finsbury Square,
London, EC2A 1BR

Messaging services

Skype Communications

<https://privacy.microsoft.com/en-US/privacystatement>

Messaging and conference calling platform.

Microsoft Privacy, Microsoft Corporation, One Microsoft Way, Redmond, Washington 98052, USA.

Zoom Video Communications

<https://zoom.us/privacy>

Video conferencing

The Place, 4th Floor, 175 High Holborn, London WC1V 7AA, United Kingdom

8x8

<https://www.8x8.com/uk/terms-and-conditions/privacy-policy>

Phone systems.

Oxford House, Bell Business Park, Aylesbury, Buckinghamshire, HP19 8JR.

Software monitoring and project management

Atlassian

<https://www.atlassian.com/legal/privacy-policy>

Jira platform project management and software notifications for bug tracking and platform defects.

Atlassian Pty Ltd, c/o Atlassian, Inc, 350 Bush Street, Floor 13, San Francisco, CA 94104

Sentry

<https://sentry.io/privacy/>

Software error tracking.

Functional Software, Inc

DataDog

<https://www.datadoghq.com/legal/privacy/>

Software monitoring.

620 8th Ave 45th Floor, New York, NY 10018 USA

Surveys

Survey Monkey

<https://www.surveymonkey.co.uk/mp/legal/privacy-policy>

Customer feedback and survey operator.

P.O. Box 43078, Providence, RI 02940

Signature software

DocuSign

<https://www.docusign.co.uk/company/privacy-policy>

Electronic contract signing system

Broadgate Quarter, 9 Appold Street, 2nd Floor
London, EC2A 2AP, UK

Customer success

Gainsight Inc

<https://www.gainsight.com/policy/privacy/>

Customer success insight.

655 Montgomery St, 7th Floor, San Francisco, CA 94111

Sales products

SalesLoft

<https://salesloft.com/privacy-notice/>

Sales software.

1180 West Peachtree Street NW, Suite 600, Atlanta, GA
30309

SalesForce

<https://www.salesforce.com/company/privacy/>

Sales software.

Salesforce Tower, 415 Mission Street, 3rd Floor, San Francisco, CA 94105, United States

Document management

ContractWorks

<https://www.contractworks.com/privacy>

Document management system.

7127 Hollister Ave., Suite 25A-320, Goleta, CA 93117

Finance and Accounting

Netsuite

<https://www.oracle.com/legal/privacy/services-privacy-policy.html>

Accounting and finance software.

Oracle Corporation UK Ltd, Oracle Parkway, Thames Valley Park (TVP), Reading, Berkshire, RG6 1RA

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 (Immersive Labs Corporation, 200 Berkeley St, Boston, 02116 MA (USA))

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