

SS&C Blue Prism Chorus Business Process Management and Document Automation Services –

Third party processors and subprocessors

Personal data and support services

In connection with its provision of services, the relevant SS&C entity or entities, each as specified in your agreement, Order and/or the applicable Addendum and their respective affiliates may engage third parties to process personal data.

In relation to support services, we only want to receive, and are a controller for, basic personal data (i.e. contact details and information about a person's role) in order to communicate with people requesting support (in the DPA we define this basic personal data as "Account Management Information"). We ask our customers not to share any other personal data with us.

If customers do need to share additional information with us to resolve a support issue, customers are required to alter it so as to remove any personal data before sharing the additional information (in the DPA we define this altered information as "Cleansed Information").

Save in respect of Account Management Information, for which it is a controller, we are a processor for personal data processed in connection with its provision of services and, in such circumstances, the entities listed below may be subprocessors for that personal data.

Technology providers

The third parties included in the table below are relevant to the provision of the services.

Entity	Entity country	Processing activity
AWS	Luxembourg or United States	Cloud hosting.

The following technology providers are used in relation to the provision of customer support services:

Entity	Entity country	Processing activity
Freshworks	United States	Provider of customer support helpdesk system.
Microsoft	Ireland or United States	Office 365 and Microsoft support services provider
ServiceNow	United States	Provider of customer support helpdesk system.

Affiliates

Affiliates of ours from time to time, may be involved in the provision of services such as customer support services, set up and management services, and incident response services.

Updates

Blue Prism may, from time to time, decide to work with new third party processors/subprocessors, and will update the above accordingly.

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