

SS&C|Blue Prism Hosted Services – Third party processors and subprocessors

Blue Prism Cloud and other hosted services, personal data and support services

In connection with its provision of services, Blue Prism Limited and Blue Prism Software, Inc. ("SS&C Blue Prism" or "Blue Prism") and their respective affiliates may engage third parties to process personal data.

In relation to support services, Blue Prism only wants to receive, and is 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, Blue Prism is 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 Blue Prism Cloud Services.

Entity	Entity country	Processing activity
ABBYY	United Kingdom	Blue Prism Process Intelligence powered by ABBYY Timeline and ABBYY FlexiCapture. Customers choose whether or not to use Blue Prism Process Intelligence and/or ABBYY FlexiCapture.
AWS	Luxembourg	Cloud hosting where a customer chooses to use AWS.
Microsoft	Ireland and United States	Cloud (Azure) hosting, security, cognitive services and O365.
Twilio	United States	SMS messaging services. Customers choose whether or not to send SMS messages using the Blue Prism Cloud Services.

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

Entity	Entity country	Processing activity
ABBYY	United Kingdom	Provider of second line customer support to customers who use Blue Prism Process Intelligence Powered by ABBYY Timeline and ABBYY FlexiCapture.
AWS	Luxembourg	AWS support services provider where a customer chooses to use AWS.
Freshworks	United States	Provider of customer support helpdesk system.
Microsoft	Ireland	Office 365 and Microsoft support services provider.

Affiliates

Affiliates of Blue Prism from time to time, including those listed below, may be involved in the provision of customer support services, platform set up and management services, professional services and incident response services.

Entity	Entity country
Blue Prism Limited	United Kingdom
Blue Prism Software, Inc.	United States
Blue Prism Pty. Ltd	Australia
Blue Prism K.K.	Japan
Blue Prism Cloud Limited	United Kingdom
SS&C Technologies, Inc.	United States
For Automation Managed Service delivery, Blue Prism India Pvt Ltd	India

Providers of consultancy services

From time to time, depending on the nature of the services being provided to you, Blue Prism may use service providers to support delivery of such services (for example, by sourcing individuals with appropriate skills to work as part of the Blue Prism project team). Information about any relevant service providers will be included in the relevant statement of work.

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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