

SS&C|Blue Prism On-premises Software – Third party processors and subprocessors

On-premises software, personal data and support services

Blue Prism does not have access to personal data stored within a customer’s instance of Blue Prism’s on-premises software and so is not a controller or a processor for that personal data.

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 end user terms 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 end user terms we define this altered information as “Cleansed Information”).

Blue Prism will only ever be a processor for personal data if a customer inadvertently provides Blue Prism with unredacted personal data (other than Account Management Information) and, in such circumstances, the entities listed below may be subprocessors for that personal data.

Technology providers

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.
Freshworks	United States	Provider of customer support helpdesk system.
Microsoft	United States	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 and professional 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
SS&C Technologies, Inc.	United States

Updates

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