

The following supplier tables summarize the third-party service providers with which LinkIt contracts for (a) core product infrastructure and data processing services; (b) customer support, communication, and training services; and (c) internal productivity, DevOps, and corporate operations. As required by applicable law, LinkIt will update this list 30 days before engaging a new provider.

Tier 1: Core Product Infrastructure & Data Processors

These suppliers have direct or potential contact with school platform data, student rosters, and active assessments. Under ST4S, hosting regions must be verified to ensure local data sovereignty.

Third-Party Supplier	PII	Service Provided	Data Types Shared	Physical Storage Location	Security Framework
AWS (Amazon Web Services)	Yes	Production database & cloud infrastructure	Complete student PII, roster logs, school demographics, and core assessment metrics. Encrypted storage.	Australia for AU districts (Sydney/Melbourne) United States for US districts	SOC 2 Type II-certified SOC 3-certified ISO 27001-certified ISO 27017-certified ISO 27018-certified ISO 27701-certified IRAP-protected
Google Cloud / Agent Platform	Yes	Advanced analytics & API orchestration	User tokens, temporary processing strings, system telemetry. No AI model training.	Australia Global Network	SOC 2 Type II SOC 3 IRAP ISO 27001
SendGrid (Twilio)	Yes	Transactional email & notification delivery	School usernames, email addresses, notification system alerts for authorized and authenticated users.	United States	SOC 2 Type II ISO 27001-certified HIPAA (BAA available)
BrowserStack	Yes	Automated cross-browser & mobile app testing	Technical device logs, localized testing inputs. No persistent student PII stored.	Global Network	SOC 2 Type II ISO 27001

Tier 2: Customer Support, Communication, & Training

These systems process staff/teacher PII, operational support tickets, and localized communication pipelines.

Third-Party Supplier	PII	Service Provided	Data Types Shared	Physical Storage Location	Security Framework
Salesforce	Yes	Customer relationship management (CRM)	School district lead contacts, administrative staff names, corporate emails, contract status. No student PII.	Australia Global Cloud (US)	SOC 2 Type II ISO 27001
Zendesk	No	Customer support and resources management	Teacher/IT internal knowledge base for issue resolution, platform trainings, portal and system documentation.	Australia United States	ISO 27001, SOC 2 Type II
Zoom	No	Video conferencing & professional development	Staff video/audio feeds, meeting chats, webinar participant names.	Global Network Localized routing	SOC 2 Type II
ScreenPal	No	Video walkthroughs & onboarding tutorials	Visual application workflows, audio and video recordings for customer "how to" training materials. Anonymized data.	United States	SOC 2 Type II COPPA-compliant
Grasshopper	Yes	Virtual phone & administrative communication	Support staff phone numbers, customer call logs data.	United States	Tier-1 Carrier Security Standards
TeamViewer	No	Remote desktop technical support	Internal desktop sharing application for dedicated staff with MFA.	Global Network	ISO 27001

Tier 3: Internal Productivity, DevOps & Corporate Operations

These utilities are utilized strictly within internal business environments. They typically do not store or process live student data but are cataloged for holistic supply chain accountability.

Third-Party Supplier	PII	Service Provided	Data Types Shared	Physical Storage Location	Security Framework
Google Workspace / Gemini / Microsoft Office 365	Yes	Corporate email, document collaboration & productivity	Internal company emails, business planning files, vendor communications.	Australia United States	SOC 2 Type II ISO 27001
Atlassian (Confluence, Statuspage)	No	Product documentation & public status ops	System REST API documentation and system uptime metrics.	Global Australia (HQ)	SOC 2 Type II ISO 27001
GitHub	No	Code repository & version control system	Application source code, deployment scripts. No customer database storage.	United States	SOC 2 Type II
LastPass	No	Internal password & credential management	Encrypted organizational credentials and system access vectors.	United States (Zero-Knowledge Architecture)	SOC 2 Type II
NewRelic	No	Real-time application performance monitoring & full stack observability	Technical stack traces, system crash logs, anonymous user performance timings.	United States	SOC 2 Type II ISO 27001-certified HIPAA-supported ISO 42001-certified PCI DSS-attested
SentryOne	Yes	MS SQL server database diagnostics & optimization	Relational database engine metrics, deadlocks, storage disk space.	United States	Inherited controls via Solar Winds' corporate supply chain standards
Claude (Anthropic)	Yes	AI tool development and text processing tools	No student PII ingested or retained.	United States (Not used in Australia)	SOC 2 Type II ISO 27001-certified ISO 42001-certified HIPAA (BAA available)

Supplier Table



Tier 3, continued:

Third-Party Supplier	PII	Service Provided	Data Types Shared	Physical Storage Location	Security Framework
Vercel	No	Prototyping tool for user-facing websites.	IP addresses, browser technical telemetry, cached front-end visual components.	Global Edge Network (including AU nodes)	SOC 2 Type II
Adobe	No	Document processing & design suite	Business PDFs, localized marketing materials, visual platform assets.	United States Global	SOC 2 Type II SOC 3 ISO 27001-certified CSA STAR
Retool	Yes	Low-code software development program	Internal tool and UI building details. Strict access control.	United States	SOC 2 Type II ISO 27001-certified HIPAA-eligible
ProdPad	No	Product roadmap management	Corporate product strategy and feature ideas.	AWS EU (default in Ireland)	SOC 2 Type II ISO 27001-aligned
Webflow	No	Corporate website building	Public website visitors, marketing cookies, content management.	United States Global CDN	SOC 2 Type II ISO 27001-certified ISO 27018-certified CIS-aligned
Burbio	No	Market intelligence, research, public data aggregation	Publicly available data	United States	Consumer privacy laws
Ramp	Yes	Corporate financial management	Corporate AP system, payee account information	United States	SOC 1 Type II SOC 2 Type II ISO 27001-certified PCI DSS NIST CSF
GovSpend	No	Public procurement intel	B2G sales pipeline information (POs, RFPs, agency contacts)	United States	FAR 52.204-21 NIST SP 800-171-aligned CMMC

Supplier Table

Tier 3, continued:

Third-Party Supplier	PII	Service Provided	Data Types Shared	Physical Storage Location	Security Framework
Attention	Yes	Sales call intelligence	Sales call data, phone recordings, post-call workflows.	United States	SOC 2 Type II ISO 27001-aligned HIPAA-compliant
Boomerang	Yes	Email productivity	Browser-level interaction with corporate email box	United States	SOC 2 Type II ISO 27001-aligned
Itarian	No	IT management & endpoint monitoring	Internal corporate hardware asset tracking and software patching	United States	ISO 27001