

Below is a list of sub-processors utilised by uMed for performing data processing tasks involving customer data. These sub-processors are outlined below, including their locations and the types of services they deliver to uMed. Prior to appointing any sub-processors, uMed undertakes comprehensive due diligence on their privacy, security, and confidentiality protocols, and establishes suitable contractual protections for personal data. Additional details concerning each sub-processor's specific data processing agreements and their own sub-processors can be accessed through the external links provided below.

Name	Location of processing	Address	Nature & Purpose of Processing	Data transfer legal basis	Link to Sub-processor Resources
Amazon Web Services (AWS)	UK and US (separate servers)	company number BR019315, with a registered address of 1 Principal Place, Worship Street, London, EC2A 2FA	Virtual server, network and data storage infrastructure with security, scaling, monitoring, and backup services	No international transfer (intra-UK processing)	https://aws.amazon.com/compliance/gdpr-center/
Stannp Ltd	UK	company number 09086822, with a registered office at Unit 12, Taw Trade Park, Braunton Road,	Letter delivery service	No international transfer (intra-UK processing)	https://www.stannp.com/uk/terms-of-service

		Barnstaple, Devon, EX31 1JZ			https://www.stannp.com/assets/pdfs/policies/Subprocessors_List.pdf
Twilio	US	101 Spear Street, Fifth Floor, San Francisco, California 94105, US	Mobile Messaging	EU-U.S. DPF with UK Extension (adequacy for UK→US transfers)	Data Protection Addendum Twilio Sub-Processors
VoipStudio (Level 7 Systems Ltd)	UK /EU	company number 06978512, with a registered address at 18-24 Turnham Green Terrace, London W4 1QP	Telecommunications service	UK GDPR adequacy decision for the EU.	https://voipstudio.com/privacy-policy/
Google	UK /EU	company number 03977902, with a registered address at Belgrave House, 76 Buckingham Palace Road, London, SW1W 9TQ	Cloud storage	UK GDPR adequacy decision for the EU.	Cloud Data Processing Addendum (Customers) https://cloud.google.com/terms/subprocessors

Customer.io (Peaberry Software Inc)	US and EU	9450 SW Gemini Dr., PMB/Suite 43920, Beaverton, Oregon 97008, United States	Communication platform with an EU data centre	UK GDPR adequacy decision for the EU. No international transfer (intra-UK processing)	Data Processing Addendum Customer.io
Datadog	US and EU	620 8th Ave, 45th Floor, New York, U.S.A 10018	System and Security Log storage and monitoring	UK GDPR adequacy decision for the EU. No international transfer (intra-UK processing)	Data Processing Addendum Datadog Datadog Subprocessors
ClickUp	UK	Company number 14102231, with a registered address at 5 New Street Square, London, EC4A 3TW	Project management platform	No international transfer (intra-UK processing)	https://clickup.com/terms/dpa https://clickup.com/terms/dpa/subprocessors

Sentry.io (Functional Software Inc)	US	Functional Software, Inc, is registered at 45 Fremont Street, 8th Floor, San Francisco, CA 94105.	Comprehensive error monitoring and performance tracking to help developers swiftly diagnose code issues.	EU-U.S. DPF with UK Extension (adequacy for UK→US transfers)	https://sentry.io/legal/dpa/ https://sentry.io/legal/subprocessors/
RudderStack	UK	The Corporation Trust Company, Corporation Trust Center, 1209 Orange Street, Wilmington, Delaware 19801, United States	Events logger to enable analytics with the uMed platform.	No international transfer (intra-UK processing)	https://www.rudderstack.com/data-privacy-addendum/
Amplitude	EU	Company number 11291165, with a registered address at 6th Floor, One London Wall, London, EC2Y 5EB.	Digital analytics platform	UK GDPR adequacy decision for the EU.	https://amplitude.com/dpa https://amplitude.com/subprocessor-list

In accordance with GDPR, data controllers will be informed of any modifications to this list and provided with 30 days' notice to raise objections.

Where sub-processing is conducted outside the UK or EU, a legal basis for data transfer is determined. The [EU-U.S. Data Privacy Framework \(DPF\)](#) is a transatlantic data transfer mechanism that allows participating U.S. organisations to self-certify compliance with equivalent principles to UK GDPR standards, thereby enabling lawful transfers of personal data from the UK

to the U.S. without additional safeguards like Standard Contractual Clauses (SCCs), provided the UK Extension is explicitly included.

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