Processors

When acting as a data controller for the provision of services to our customers, APMG engages processors who may process customer personal data submitted to APMG's services.

These processors are listed below, with a description of the processing activities they perform and their location.

When engaging a processor, APMG ensures that it has the relevant contracts and safeguarding measures in place before transferring any personal data. If the personal data is disclosed to processors outside the UK or EEA, in countries that do not have an adequacy decision, APMG will implement additional safeguard measures such as the EU Standard Contractual Clauses and the UK Addendum.

As our business evolves, we may add, remove, or update information about our processors on this webpage or retain the services of additional processors, if we determine their processing activity will improve or enhance our ability to deliver our services. We will periodically update this page to reflect changes to our processors:

Technical Services

Processor	Types of processing	Location
Microsoft 365	Provision of hosting, technical services, support services, and supporting the provision, management and maintenance of APMG services	US
Azure Cloud		US
Atlassian		US
Ecko Cloud UK Ltd		UK
Amdocs		UK
Omega8		Poland

Analysis and Marketing

Processor	Types of processing	Location
Survey Monkey	Provision of email marketing / stakeholder communications platform	Ireland
Salesforce UK Ltd – Tableau	Examination data analytics	UK/US
Dropsolid	Hosting provider for marketing automation	Belgium
MailChimp	Marketing platform	US

Customer Support and Communication

Processor	Types of processing	Location
DHL	Dispatch of examination and APMG Store orders	UK
Calendly	Self service calendar integration for APMG proctoring service	US
Boostlingo	Interpreter and translation services	UK
Deepl	Web translation tool	Germany
Zoom	Assessments and examination proctoring platform	US
Slack	Messenger and alerts	US
Credly	Digital credential service	US
ProctorU	Online examination proctoring service	US
Twilio Sendgrid	Mail relay from online portals	US
Chatlio	Live chat on website	US
Clickatell	Candidate portal SMS service	US

Social Media Campaigns

Processor	Types of processing	Location
LinkedIn	Social media campaigns and pots	US
Meet Alfred	LinkedIn automation tool	Australia
Riverside.FM	Recording platform	UK
YouTube	Promotional and Level Up recordings hosting platform	US
Spotify	Podcast hosting platform	US
Buzzsprout	Podcast hosting and publishing	US
Slido	Q&A policing platform for social media campaigns	US
Clip Opus	Repurposing video and audio to	US

Descript	create shorts	US

<u>Miscellaneous</u>

Processor	Types of processing	Location
AW Talent Consultants	Recruitment service for employees	UK
Focus Resourcing	Recruitment service for employees	UK
EditionGuard	Document Rights Management tool for ebooks	US
Concord	Contract Lifecycle Management System	US