



1. What is a Sub-Processor

Unifocus is a processor of personal data submitted by users of its services for processing on the Unifocus Platform. Unifocus may in turn delegate some aspects of processing to another processor, either an Affiliate or a third party: this is termed a sub-processor. A sub-processor is a data processor engaged by Unifocus which has or potentially will have access to such personal data. Unifocus engages different types of sub-processors to perform various functions as explained in the table below. Third parties used to provide the services but which do not have access to or process such personal data are not considered sub-processors.

2. List of Sub-processors

Knowcross Solutions Private Limited acts as a sub-processor for personal data processed on behalf of Unifocus customers through the Unifocus Platform. In addition, Unifocus engages certain unaffiliated third-party service providers to perform specific processing functions in support of its services. These unaffiliated third-party providers also act as sub-processors, as listed below.

Sub-processor Name	Purposes	Locations	Website
Amazon Web Services, Inc.	Cloud Infrastructure	USA, Ireland, Singapore, China	http://aws.amazon.com/
Clickatell	SMS notifications	Global	https://www.clickatell.com/
Twilio, Inc.	SMS notifications	USA	https://www.twilio.com/en-us
Workato Inc.	IPaaS	USA, Germany	https://www.workato.com/
Getstream.io, Inc.	Chat Integration	USA	https://getstream.io/
Pushy LLC	Push notifications to android devices	Global	https://pushy.me/
Karix Mobile Pvt Ltd	SMS notifications	India	https://www.karix.com/
Mailchimp (The Rocket Science Group LLC)	Scheduled Reports delivery	USA	https://mailchimp.com/
Lexalytics, Inc.	Sentiment analysis of survey comments	USA	https://www.lexalytics.com/semantria/

