Authorised Sub-processor List

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Version 1.4

Alef Education utilises certain third party vendors to assist it in providing our Services as described in the relevant agreement for the provision of the services from Alef Education. Certain vendors are considered sub-processors as they may have access to, or process, customer data that may contain end-user Personal Data.

Alef Education provides the following list of sub-processors used in the course of delivering, supporting and operating our services. This list will be updated regularly to ensure that customers are able to remain informed of any proposed or future sub-processors that may have access to or process data. Any questions regarding this sub-processor list may be submitted to privacy@alefeducation.com.

The following is a list of sub-processors that are used or may be used by Alef Education, including names, locations and services provided (or to be provided) to Alef Education.

Cloud and Infrastructure Sub-Processors:

Sub-processors used to host Alef Education infrastructure and production systems.

Name	Location	Service Provided to Alef Education
Amazon Web Services	Republic of Ireland	AWS provides Alef Education hosted cloud services for the processing of customer data.

Providers for Product Testing and Feature Enhancement:

Vendors used to enable features or capabilities certain customers may optionally use.

Name	Location	Service Provided to Alef Education
Renaissance Learning	USA	Math subject diagnostic tool that can, with customer consent, provide diagnostic tests to understand student academic performance

| Northwest Evaluation Association (NWEA) | USA | Science and English subject diagnostic tool that can, with customer consent, provide diagnostic tests to understand student academic performance |

Operations and Support Vendors:

Vendors used to operate, maintain and support our services. The primary functionality of these vendors' tools does not include access to, or the processing of customer production or end-user data. However, these vendors may, in limited cases, have incidental access to production systems that process customer data, or process customer data to provide support, account management and operations.

Name	Location	Service Provided to Alef Education
Auth0	USA	Authentication and Authorization services
Google	USA	Device accounts (where devices are provided by Alef Education)
Survey Monkey	USA	Client and end user surveys
Salesforce	USA	Customer Resource Management Tool
NexGen Education	USA	Authorized distributor for USA and Canada who provide sales, implementation and after-sales support services
Microsoft	USA/EU	Enterprise Resource Planning tool and device accounts (where devices are provided by Alef Education)
Docebo	Italy	Learning management system for teachers
Social Bakers	Czech Republic, EU and USA	Social Media management and analytics platform for followers of Alef Education's social media accounts
Tableau	USA	Analytics and reporting platform
Onesignal	USA	Push notifications tool
UAEPass	UAE	Authentication and verification tool

Momentive Europe Unlimited Company	Ireland	Ticket raising tool
Stripe	Ireland	Financial and payment portal
Zoom	USA	Video conferencing tool
Twilio Inc.	USA	Programmable communication tool
Scalegrid, Inc.	Ireland and Germany	Daily Database management operations
MongoDB limited	Ireland and Germany	Central Database for the data collected
Grow Digital Services DMCC	UAE	Website development
Etisalat	UAE	Generating payment invoices for damaged devices
First Abu Dhabi Bank	UAE	Collection of payment for damaged devices
FreshChat	USA	Receiving conversations for incidents, requests and inquiries by the IT help desk team.
ManageEngine	USA	Incidents, requests, changes and assets management for IT help desk team.

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If you would like to subscribe to receive notifications of updates or changes to this Authorised Sub-Processor List, please email privacy@alefeducation.com with email title 'sub-processor updates subscription'.