

Sub-Processor and Supplier List

Proactis Hosted Products

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1 Document Control

1.1 Document Owner

This document is owned, approved and maintained by the **Compliance and Quality Officers** and is to be reviewed and brought up to date **every twelve months**.

1.2 Readership

This document is aimed at the following:

Proactis
Chief Executive Officer
Chief Financial Officer
Chief Product and Technology Officer
Product Owners
Head of IT Availability Services
Compliance and Quality Officers
General Counsel
Other appropriate Proactis employees
Current or prospective Proactis customers

1.3 Version Control

Document version should start 0.1 and increase numerically from there. When the document is signed off, then the version should be 1.0. Any changes to that document will then be 1.1, 1.2, 1.3 until signed off.

Version	Date	Author	Changes	Status
0.1	29 April 2024	Mark Anderson	Initial draft composition	Draft
1.0	1 May 2024	Mark Anderson	Document authorised for release	Released
1.1	10 May 2024	Mark Anderson	Added CloudFlare to DotNet Sub-Processors	Released
1.2	4 June 2024	Mark Anderson	Added Microsoft to DotNet Suppliers for Azure-hosted ML document recognition	Released
1.3	10 June 2024	Mark Anderson	Reviewed all hosting providers with Head of ITAS	Released
1.4	14 June 2024	Mark Anderson	Various minor changes to improve clarity	Released
1.5	11 July 2024	Mark Anderson	Updated name of Exa to nLighten and added Reporting to Microsoft Azure	Released

2 Introduction

This document provides Proactis customers with information about Sub-Processors in accordance with the Proactis Standard Agreement and the requirements of the GDPR.

Since many customers also wish to know about essential suppliers involved in delivering services to them, this information is also provided to assist those customers..

In some cases, a sub-processor or supplier may not be applicable to a particular customer, depending on the product modules and hosting options which have been chosen. Further information can be obtained from your Account Manager or by emailing compliance@proactis.com



3 DotNet-based products: P2P, S2C, eCat Invoice Capture, ProContract

3.1 Sub-processor list for DotNet-based products: P2P, S2C, eCat, Invoice Capture, ProContract

Company or Product	Purpose
Adobe / AdobeSign	Used in S2C for Sign & Send documents
ComponentSpace	IC : SAML for ASP .Net
CloudFlare	Web Application Firewall and DDoS protection
Proactis SA	Proactis SA, a French Proactis Group Company, provides additional staff located in Manila for processing of invoices in IC Managed Service and providing customer support services. The staff in Manila are employed directly by Proactis SA
Redcentric PLC	Hosted infrastructure for UK Proactis servers. Redcentric have access to customer IP addresses from their firewalls and other network infrastructure. Access to Proactis systems and customer data is not possible under normal operating conditions but could be granted should the need arise
NexusTek	Hosted infrastructure for US Proactis servers. Nexustek have access to customer IP addresses from their firewalls and other network infrastructure. Access to Proactis systems and customer data is not possible under normal operating conditions but could be granted should the need arise
Amazon Web Services (AWS)	Hosted infrastructure for APAC Proactis servers. AWS have access to customer IP addresses from their firewalls and other network infrastructure. Access to Proactis systems and customer data is not possible under normal operating conditions but could be granted should the need arise
SecurityHQ	Server log monitoring and security alerts. Data residency in SecurityHQ is within the same region as the monitored systems
Microsoft Azure	MS Azure instances host a Microsoft pre-built document intelligence module which is available to optionally supplement and enhance the existing OCR tool in IC, leading to improved accuracy. Each territory (UK, EU, US) has its own localised Azure instance. Hosting of Reporting databases for customers who have selected this option. Access to Proactis customer data is not possible under normal operating conditions but could be granted should the need arise

3.2 Suppliers who are not sub-processors for DotNet-based products: P2P, S2C, eCat Invoice Capture

Company or Product	Purpose
Equinix	Hosted rack space for EU Proactis servers. Equinix do not have access to any Proactis customer data
Microsoft SQL Server	Main datastore for P2P, S2C, eCat, TBN. Production, UAT, test, developer databases. Hosted by Proactis so no access to data by Microsoft
MS Azure DevOps	DevOps ticketing and software factory. Used by Proactis as a Data Controller
Hibernating Rhinos Ltd / RavenDB	Main datastore for InvoiceCapture. Production, UAT, test, developer databases. Hosted by Proactis so no access to data by the supplier
Gurock / Testrail	Test software. Used by Proactis as a Data Controller.
JetBrains / IntelliJ / Teamcity	Dev Env (Teamcity used by P2P). Used by Proactis as a Data Controller.
Browserstack	Test software. Used by Proactis as a Data Controller.
Flexera Software Ltd.	Installshield for P2P
Progress Telerik / Kendo UI	UI Library in P2P, S2C, IC. Hosted by Proactis so no access to data by the supplier
LeadTools	Document viewer for IC, P2P. Hosted by Proactis so no access to data by the supplier
Limilabs	Mail DLL for IC. Hosted by Proactis so no access to data by the supplier
Grapecity / ActiveReports	Reports in P2P. Hosted by Proactis so no access to data by the supplier

4 TBN and PerfectProcure

4.1 Sub-processor list for TBN, PerfectProcure, WebProcure and PerfectSource

Company or Product	Purpose
Sovos / Trustweaver	TBN : Sign and archive invoices
NexusTek	Hosted infrastructure for US Proactis servers. Nexustek have access to customer IP addresses from their firewalls and other network infrastructure. Access to Proactis systems and customer data is not possible under normal operating conditions but could be granted should the need arise
Proactis SA	Proactis SA, a French Proactis Group Company, provides additional staff located in Manila for providing customer support services. The staff in Manila are employed directly by Proactis SA
Instant Systems	Instant Systems provide two Database Administrators for support and maintenance
SecurityHQ	Server log monitoring and security alerts. Data residency in SecurityHQ is within the same region as the monitored systems
DocuSign	Sign & send contract documents from WebProcure and PerfectProcure

4.2 Suppliers who are not sub-processors for TBN and PerfectProcure

Company or Product	Purpose
Equinix	Hosted rack space for EU Proactis servers (TBN)
TIBCO / Jasper reports	Reporting/transform in PP. Hosted by Proactis so no access to data by the supplier
Software AG / WebMethods	Integration platform for messaging buyers in PP (OSN/TBN) also used by P9/TBN integrations outside NL. Hosted by Proactis so no access to data by the supplier
OpusCapita INC/ JCat	JCat in PP. Hosted by Proactis so no access to data by the supplier
Ping Identity Corp	PingFederate in PP for SSO. Hosted by Proactis so no access to data by the supplier

5 Proactis P9

5.1 Sub-Processor list for P9

Company or Product	Purpose
Amazon Web Services	Gateway for accepting UML invoices and various integration services
Microsoft Azure	Hosting P9 instances for UK and US (EU customers in nLighten / Equinix datacentres see 5.2 below). Hosting of Reporting databases for customers who have selected this option. Microsoft have access to customer IP addresses from their firewalls and other network infrastructure. Access to Proactis systems and customer data is not possible under normal operating conditions but could be granted should the need arise
SecurityHQ	Server log monitoring and security alerts. Data residency in SecurityHQ is within the same region as the monitored systems
ValidSign	Sign & send contract documents from P9
DocuSign	Sign & send contract documents from P9
Namirial / eSignAnywhere	Sign & send contract documents from P9

5.2 Suppliers who are not sub-processors for P9

Company or Product	Purpose
nLighten / EI Data Center Netherlands BV	Hosted rack space for NL Proactis servers. nLighten do not have access to any Proactis customer data. Formerly known as Exa.
Equinix	Hosted rack space for EU Proactis servers. Equinix do not have access to any Proactis customer data
Oracle	Production, UAT, test, developer databases. Hosted by Proactis so no access to data by Oracle
Alfresco	DMS for Production, UAT, test. Hosted by Proactis so no access to data by Alfresco
MongoDB Atlas	Online datastore for Supplier portal product which handles tokens used for digital signatures. Data passed to MongoDB could not be used to identify people at this point. https://www.mongodb.com/legal/dpa
Elastic	Indexed data from Oracle. Hosted by Proactis so no access to data by Elastic
QlikView	Reporting solution. Hosted by Proactis so no access to data by QlikView

jQuery	Included in app: Front-End library hosted by Proactis
Apache licensed frameworks	Included in app and hosted by Proactis
GNU licensed frameworks	Included in app and hosted by Proactis
Atlassian	Ticketing system (Jira) used by Proactis as a Data Controller
Neo4J	Online datastore for Customer master data in Test environment only. If adopted in UAT or Production, will become a Sub-Processor