

## Sub Processors

SHL exists to help our clients win by providing deep people insights to inform talent decisions. As the global leader in assessment science, we help organizations and their leaders address the most pressing talent priorities by providing an unparalleled view of their workforce. Our unrivalled assessment service, benchmark data, extensive and analytic technology enable companies to influence genuine organizational change and drive tangible business outcomes from having the right people in the right roles at the right time.

The following sub processors are used by SHL to process the data on behalf of the data controller

Sub Processors			
<b>**IMPORTANT: This chart only applies to data <u>storage</u> locations. Any questions about the type of data stored please contact the SHL Legal team.</b>			
Type	Product	Description	Data Storage Location
CRM	Salesforce	Store of marketing contacts and support cases	UK
Email	Microsoft Office 365	Emails to and from SHL (doesn't include emails from SHL Online Applications)	USA and UK
Customer Contact Centre – Voice	New Voice Media	Phone system used for SHL Customer Support Centre	UK
CSAT Tool	Qualtrics	Customer Satisfaction survey data	UK
Marketing Tool	Eloqua	Sending marketing emails to contacts who have requested information	Canada
Hosting	AWS	Hosting of SHL systems.	Germany, Ireland, USA, Australia, China