

Clinch Personal Information Subprocessors

From 1 December 2024, the sub-processor list contained in each Clinch services agreement shall be replaced with the following:

Processor	Service	Processing Details	Location
Amazon Web Services, Inc	SAAS / PAAS hosting platform	Candidate/client PI held within Clinch system	All regions. Data storage is localized to nominated client location
Mailgun	Email service - sends to recipient	Processes name, email, IP address and content for diagnostic purposes for up to 30 days Clinch has no control over content	EU, USA
Twilio	SMS service - sends to recipient	Stores SMS for diagnostic purposes including recipient phone number Clinch has no control over sms content	US
Zendesk, Inc	Customer service and technical support	Candidate/client PI contained in account information or files created during support communications	SEA
Salesforce, Inc	Customer service	Client PI in account information/files	UK
Atlassian Pty Ltd	Customer service and technical support	Candidate/client PI stored in Jira/Confluence if required for solving bugs and client reported problems	Australia
Wiz, Inc	Security - cloud native application protection platform	Access to limited candidate/client PI in the process of evaluating threats and risk to hosted cloud environment and applications	US, Australia
Optional Processing			
Cronofy Limited	Calendar Integration	Candidate/client PI from calendars for the purposes of providing calendar booking service	USA, UK, EU, Australia
Alexander Mann Solutions Limited	Select implementations	Certain client PI disclosed during implementation Candidate/client PI (on a need to know basis)	EU, USA, SEA, Australia - dependant on implementation location

Group Sub processors: Clinch engages the following group entities which are wholly owned subsidiaries of its parent PageUp People Limited:

Processor	Service	Processing Details	Location
PageUp People Limited (Australian parent company)	Client Support	Candidate/client PI (on a need to know basis)	Australia
PageUp People Inc. (US affiliate)			USA
PageUp People Pte Ltd (Singapore affiliate)			Singapore
PageUp People Limited (UK affiliate)			United Kingdom
PathMotion UK Limited (UK affiliate)			United Kingdom
PathMotion S.A.S. (French affiliate)			EU