



# Customer Sub-Processors

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# 1 Introduction

- 1.1. We are Air IT Ltd, a UK based IT Managed Service Provider offering IT support including complementary services such as Communications, Cyber Security, Backup and Connectivity.
- 1.2. For the purpose of fulfilling our obligations under our Contract with customers we may need to process, collect, manage and store customer personal data to allow us to successfully provide our services and fulfil our obligations.
- 1.3. Air IT work with various third-party providers / sub-processors, to assist with providing contracted services to our customers. This document provides further details about our sub-processors and should be viewed in conjunction with the Privacy Notice, Privacy Policy and Terms and Conditions.
- 1.4. Due to the nature of our business, the services we provide our customers are bespoke and vary for each customer, consequently the third-party sub-processors may vary for each customer. Therefore, our sub-processors have been broken down into IT Managed Service and Key Additional Services.

## 2 IT Managed Service Sub-Processors

Sub Processor	Purpose for Sub Processing	Data Location
ConnectWise	CRM, Professional Services Automation (PSA), Ticketing System	Cloud Service – UK/EU Data Centre
Datto	Remote Monitoring and Management (RMM), Business Continuity & Backup Services	Cloud Service – EU Data Centre
Addigy	RMM for Apple products	Cloud Service – US Data Centre
IT Glue	Password & Document Management	Cloud Service – US & EU Data Centre
Cloud Radial	Customer Portal and Ticket Management	Cloud Service – UK Data Centre
Xero	Billing System	Cloud Service – EU Data Centre
Microsoft Corporation	O365 Services, Microsoft Online Services, Billing System	Cloud Service - EU Data Centre
HubSpot	Service Updates	Cloud Service – US Data Centre
Air IT Malaysia (Part of Air IT Group)	Managed Support, NOC Support & Cyber Security Services	Malaysia

### 3 Air IT Key Additional Sub-Processors

Sub Processor	Purpose	Location
Keeper	Password Management	Cloud Service - EU Data Centre
ConnectWise	Cyber Security Services	Cloud Service - US Data Centre
Webroot	Anti-virus	Cloud Service - US Data Centre
Mimecast	Email Security and Archive	Cloud Service - EU Data Centre
Go Cardless	Direct Debit Collector	Cloud Service - EU Data Centre
Survey Monkey	Survey Tool	Cloud Service - US Data Centre
SentinelOne	Cyber Security Services	Cloud Service – US & EU Data Centre
StorageCraft	Backup / Disaster Recovery Services	Cloud Service - EU Data Centre
Digital Wholesale Solutions	Hosted Voice & Connectivity Solutions	Cloud Service - EU Data Centre
Rewst	RPA Platform	Cloud Service – EU Data Centre
Pax8	Microsoft Licensing Provider	Cloud Marketplace – UK & US Data Centre
Huntress	Cyber Security Services	Cloud Service – US Data Centre

This list is not exhaustive and may be updated from time to time. Please contact our Data Protection team at [dataprotection@airit.co.uk](mailto:dataprotection@airit.co.uk) for a definitive list of sub-processors relevant to the services provided.

### 4 Changes and Updates

As our business grows and evolves, the third-party sub-processors that we engage with will be subject to changes over time. As per our Terms and Conditions, please check [www.airit.co.uk/client/policies](http://www.airit.co.uk/client/policies) to find the most recent version of policies and sub-processors.

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