SUB-PROCESSOR LIST

1. Introduction

1.1 This section describes the categories of Sub-processors that PracticeGrid uses to help deliver the Services. A current, detailed Sub-processor list (including specific vendor names, locations and roles) is set out below and may be updated from time to time in accordance with the DPA.

1.2 Capitalised terms used in this Sub-processor List have the meaning given in the DPA or MSA (as applicable).

2. Categories of Sub-processors

2.1 Typical categories of Sub-processors used by PracticeGrid include:

- **Hosting and infrastructure providers** (e.g. cloud platforms providing compute, storage and databases).

- **Email and productivity integrations** used to send emails from customer mailboxes via OAuth (e.g. Outlook, Gmail).

- **Error monitoring and logging providers**, used to capture and analyse application errors and performance issues.

- **Payment service providers**, used to process subscription and one-off payments for the Services.

3. Information provided in the Sub-processor table

3.1 The Sub-processor table below includes, at a minimum:

- Vendor name and trading name.

- Country or region of processing (where known or applicable).

- Type of service provided (e.g. hosting, email integration, error logging, payments).

- Whether data is stored, transmitted or otherwise processed.

- High-level categories of personal data processed.

4. Notification of changes

4.1 As described in the DPA, we will notify customers of material changes to our Sub-processors in advance, for example by email, in-app message or updates to the online Sub-processor list.

4.2 Customers may object to changes on reasonable data protection grounds in accordance with the DPA.

5. Current Sub-processors

4.1 The following Sub-processors are currently engaged by PracticeGrid in connection with the Services:

Vendor	Country / Region of Processing	Type of Service	Data Involvement
Amazon Web Services, Inc. (AWS)	Primarily India (e.g. AWS India region, such as ap-south-1 – Mumbai)	Cloud hosting and infrastructure (EC2) used to host the PracticeGrid application and its database.	**Stores and processes** Customer Data, including application database contents and system data necessary to operate the Services.
Microsoft 365 (Outlook)	Regions determined by Microsoft (may include India and other regions, depending on Microsoft's infrastructure)	Email integration: allows users to send emails from their Outlook accounts via OAuth directly from within the Services.	**Processes and transmits** email content and related metadata. Stores OAuth tokens to enable the integration, in accordance with Microsoft's terms.
Google Workspace (Gmail)	Regions determined by Google (may include India and other regions, depending on Google's infrastructure)	Email integration: allows users to send emails from their Gmail accounts via OAuth directly from within the Services.	**Processes and transmits** email content and related metadata. Stores OAuth tokens to enable the integration, in accordance with Google's terms.
Sentry (Functional Software, Inc.)	Regions determined by Sentry (may include non-Indian regions)	Error monitoring and logging service used to capture, store and analyse application errors and performance data.	**Stores and processes** application error events and technical logs, which may incidentally include limited personal data.
Stripe, Inc. and Stripe group companies	Regions determined by Stripe (may include India, EU and other regions, including the US)	Online payment processing for subscription billing and one-off payments for the Services.	**Stores and processes** payment and billing information and related transaction metadata. PracticeGrid primarily stores Stripe customer IDs, subscription details and payment status.

4.2 The engagement of each Sub-processor is subject to appropriate data protection terms, including obligations to implement suitable technical and organisational measures to protect Customer Data.

4.3 PracticeGrid may update this Sub-processor List from time to time in accordance with the DPA, including by adding or replacing Sub-processors. Customers will be notified of material changes in advance, for example by email, in-app notification or updates to the online Sub-processor list, and may object on reasonable data protection grounds as set out in the DPA