



iPipeline Global Sub Processor Lists by Location

iPipeline Inc uses sub processors in the general running of its business and to assist in providing its services to its customers. A sub processor is a third-party service provider or data processor engaged by iPipeline, who has or potentially will have access to or process personal data (PII & PHI).

iPipeline currently uses the below list of sub processors to provide infrastructure services, customer support and business & service administration services. Please note that not all sub processors are used in the provision of all products and services we provide, and some may only be involved in assisting with the provision of specific services.

As our business and services evolve, we may add, remove, or update information about our sub processors on this webpage or retain the services of additional sub processors, if we determine their processing activity will improve or enhance our ability to deliver our services to you. We will periodically update this page to reflect changes to our sub processors. If you have any questions about our sub-processing activities, please contact dpo@ipipeline.com

USA SUB PROCESSORS LIST

Customer Support

Sub Processor	Location	Purpose/Service
Intacct	United States	Customer Invoice System
iPipeline Ltd & TCP	United Kingdom	Global IT Support* (Data remains hosted in the US and no physical transfers take place)
MoveIT (Progress Software)	United States	Secure File Share Service
Salesforce	United States	Customer Relationship Management
YayPay	United States	Accounts Payable Software
Xtium, Inc (Formerly EvolveIP)	United States	Customer Service Telephone System

Infrastructure

Sub Processor	Location	Purpose/Service
11 11	United States	Cloud Services, Data Center Services
Amazon Web Services (AWS)	United States	Cloud Services, Data Center Services
Flexential	United States	Data Centre
Microsoft Azure/Power Bi	United States	Cloud Services, Reporting and Data Analytics

MongoDB, Inc.	United States	Data Infrastructure
MuleSoft	United States	Integration Software
Snowflake	United States	Reporting, Data Analytics

Business Administration

Sub Processor	Location	Purpose/Service
Atlassian (Jira)	United States	Service Management
Black Duck	United States	Security Software
Checkmarx	United States	Security Software
Constant Contact	United States	Marketing
CrowdStrike	United States	Security Software
CVent	United States	Marketing Events
HubSpot	United States	Website Analytics, Marketing
Katalon	United States	UI Design Testing
KMS	United States /Vietnam/ Mexico	Code Testing
LinkedIn Navigator	United States	Sales

LockBox	United States	Physical Storage
Microsoft Corp. (Office365, SharePoint)	United States	Business Administration, Delivery, Support, and Related Services
OneTrust	United States	Vendor Management, Data Subject Rights Request Management
Zoom	United States	Virtual Meeting Software
Zoominfo	United States	Sales and Marketing

Service Administration

Sub Processor	Location	Purpose/Service	Product
Docusign	United States	e-Signature Solution	AFFIRM, iGo
FTNI	United States	Third-Party Financial Provider Integrator	DocFast, iGo
Launch Darkly	United States	Feature Management Tool	Quote/iSolve
MailGun	United States	Email Delivery Platform	Xrae
Ping	United States	Identity Verification	All Products
Smarty Streets	United States	Address Validation	iGo, Evolve Smart Sell
Twilio	United States	Text to Sign Functionality	iGo

UK SUB PROCESSORS LIST

Customer Support

Sub Processor	Location	Purpose/Service
Intacct	United States	Customer Invoice System
iPipeline, Inc	United States	Global IT Support (Data remains hosted in the UK and no physical transfers take place)
Salesforce	United States	Customer Relationship Management
ShareFile (Citrix)	United Kingdom	Secure File Share Service
Xtium, Inc (Formerly EvolveIP)	European Union	Customer Service Telephone System

Infrastructure

Sub Processor	Location	Purpose/Service
6 Degrees Managed Data	United Kingdom	Data Centre
Amazon Web Services (AWS)	United Kingdom / European Union	Cloud Services, Data Centre Services
Microsoft Azure/Power Bi	United Kingdom / European Union	Cloud Services, Reporting and Data Analytics

Business Administration

Sub Processor	Location	Purpose/Service
Atlassian (Jira)	United States	Service Management
Black Duck	United States	Security Software
Checkmarx	United States	Security Software
Constant Contact	United States	Marketing
CrowdStrike	United States	Security Software
GoToWebinar	United Kingdom	Virtual Training Software
HubSpot	United States	Website Analytics, Marketing
Katalon	United States	UI Design Testing
KMS	United States /Vietnam/ Mexico	Code Testing
LinkedIn Navigator	United States	Sales
Microsoft Corporation (Office365, SharePoint)	United States	Business Administration, Delivery, Support, and Related Services
OneTrust	United States	Vendor Management, Data Subject Rights Request Management

Survey Monkey	United Kingdom	Marketing Software
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Service Administration

Sub Processor	Location	Purpose/Service	Product
Code Potato	United Kingdom	Web Development Agency	PreQuo
Morgan Ash	United Kingdom	Medical Information Provider for Annuities	Portal - Annuities
Ping	United Kingdom	Identity Verification	All Products

CANADA SUB PROCESSORS LIST

Customer Support

Sub Processor	Location	Purpose/Service
Intacct	United States	Customer Invoice System
iPipeline Ltd & TCP	United Kingdom	Global IT Support (Data remains hosted in Canada and no physical transfers take place)
Salesforce	United States	Customer Relationship Management
Xtium, Inc (Formerly EvolveIP)	United States	Customer Service Telephone System

Infrastructure

Sub Processor	Location	Purpose/Service
Amazon Web Services (AWS)	Canada	Cloud Services, Data Centre Services
Microsoft Azure/Power Bi	Canada	Cloud Services, Reporting and Data Analytics
Rogers Communications	Canada	Data Centre Services

Business Administration

Sub Processor	Location	Purpose/Service
Atlassian (Jira)	United States	Service Management
Black Duck	United States	Security Software
Checkmarx	United States	Security Software
CrowdStrike	United States	Security Software
HubSpot	United States	Website Analytics, Marketing
Katalon	United States	UI Design Testing
KMS	United States /Vietnam/ Mexico	Code Testing
Microsoft Corporation (Office365, SharePoint)	United States	Business Administration, Delivery, Support, and Related Services
OneTrust	United States	Vendor Management, Data Subject Rights Request Management

Service Administration

Sub Processor	Location	Purpose/Service	Product
Driasi	Canada	Administrative Solution	CIBC
Stripe	Canada	Online Payment Software	BlueSun Advisor