

viedocTM

Viedoc sub processors – Japan instances

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Document History

Version	Author	Date	Change
1	Jens Pettersson	2019-03-29	Initial version
2	Jens Pettersson	2019-03-29	Changes anticipated effective for 2019-09-29: <ul style="list-style-type: none">▪ Removed Equinix, IP-Only, Elastic Email▪ Added Microsoft Azure, HENNGE, MailJet
3	Jens Pettersson	2021-11-24	<ul style="list-style-type: none">▪ Removed MailJet▪ Added Elastic Email, Amazon Web Services, WhereBy
4	Majd Mirza	2022-12-20	Clarified data location for AWS. New template.
5	Rickard Pedersen	2023-10-06	Updated headings and connected minor changes
6	Rickard Pedersen	2024-10-14	Several changes connected to SMS Teknik

VIEDOC SUB PROCESSOR LIST

This list identifies the sub processors authorized to process customer data (including personal data contained therein). Any such sub processor will be permitted to process Customer Data only to deliver the services Viedoc Technologies AB has retained them to provide, and they are prohibited from using Customer Data for any other purpose.

Technology platform providers for the Japan instances of Viedoc:

Processor / Sub-processor	Viedoc Instance	Data location	Function(s) / categories of processing performed	ISO 27001	Supplemental measures	Data categories	Retention period	Contact information
Microsoft Azure Global	Japan	Japan	Primary infrastructure services Backup infrastructure services	Yes	Encryption-at-rest Encryption-in-transit 2FA	All	Managed by Viedoc	Microsoft EU Data Protection Officer, One Microsoft Place, South County Business Park, Leopardstown, Dublin 18, D18 P521, Ireland [Link]
HENNGE	Japan	Japan	Primary email delivery	Yes	Encryption-in-transit 2FA	Email addresses Content of messages	40 days	HENNGE株式会社, 個人情報管理担当宛て, 〒150-0036, 東京都渋谷区南平台町16番28号 Daiwa渋谷スクエア [Link]
Elastic Email	Japan	EU (France)	Backup email delivery Primary SMS delivery	No	Encryption-in-transit 2FA	Email addresses Phone numbers Content of messages	35 days	Elastic Email, Attn: Privacy Officer, Unit 107, 1208 Wharf Street, Victoria, BC V8W 3B9, Canada [Link]

SMS Teknik	Japan	EU (Sweden)	Backup SMS delivery	Yes	Anonymization, Encryption-in-transit 2FA	Phone numbers Content of messages	60 days	SMS Teknik, Uddarne Industriväg 6, 45535 Munkedal, Sweden [Link]
WhereBy	Japan	EU (Luxembourg, Ireland)	Video/audio stream and UI	Yes	Encryption-in-transit 2FA	Video/audio stream metadata	No storage	Whereby AS, Gate 1 no. 107, 6700 Måløy, Norway [Link]
Amazon Web Services (AWS)	Japan	Backup storage: Japan Email & SMS delivery: Japan Video/audio stream metadata: EU (Luxembourg, Ireland)	Backup storage Backup email delivery Backup SMS delivery Video/audio stream	Yes	Encryption-at-rest Encryption-in-transit 2FA	All	Backup storage: managed by Viedoc Email & SMS delivery: 35 days Video/audio stream metadata: no storage	Amazon Web Services EMEA SARL, 38 avenue John F. Kennedy, L-1855 Luxembourg [Link]