



# Dyflexis list of sub-processors

Classification: public

Version: August 8, 2020

# Sub-processors

## General

To deliver our service the way we do we make use of different sub-processors. Sub-processors process personal data on behalf of Dyflexis. This of course happens in accordance with the General Data Protection Regulation (GDPR). We ensure that these sub-processors are using the same security standards as Dyflexis.



Sub-processors that apply when you use Dyflexis



Sub-processors that apply when you communicate with us.



## Sub-processors that apply when you use Dyflexis

**The following sub-processors process personal data which use Dyflexis. This means that these sub-processors also process employee data.**

### True

- ✓ Data processing agreement signed
- ✓ Traffic encrypted

#### Personal data being processed

- ✓ Data saved in Dyflexis

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<b>Service</b>	Hosting Dyflexis
<b>Location</b>	EU
<b>Information</b>	Dyflexis is a webbased application hosted by the webhost True, which is located in Amsterdam.
<b>Certificates</b>	ISO 27001:2013, ISO 9001 and NEN 7510:2011

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[More information](#)

### Postmark

- ✓ Data processing agreement signed
- ✓ Traffic encrypted

#### Personal data being processed instructed by Dyflexis

- ✓ E-mail addresses
- ✓ E-mail message

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<b>Service</b>	E-mail service
<b>Location</b>	US, Standard Clauses in place
<b>Information</b>	Postmark is being used by Dyflexis to send e-mails from the system. For example, the 'Password Lost' e-mail is automatically send with Postmark. All e-mails are being encrypted.

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[More information](#)

### Spyng

- ✓ Processing agreement signed

#### Personal data being processed instructed by Dyflexis

- ✓ Phone number
- ✓ SMS messages

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<b>Service</b>	SMS service
<b>Location</b>	EU
<b>Certificates</b>	ISO 27001 and NEN 7510
<b>Information</b>	When you choose to make use of our SMS service in Dyflexis, these messages are send with the service of Spyng. This means the receivers phone number will be saved temporarily, with a maximum duration of one week. All datacenters from Spyng are ISO 27001 certified.

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[More information](#)



## Sub-processors that apply when you communicate with us.

**These sub-processors only apply when you communicate with us by phone, e-mail, website chat, or our knowledgebase. Most of the cases we only process personal information that you share with us. We advise only to share necessary information and not to share sensitive information.**

### Zendesk

- ✓ Processing agreement signed
- ✓ Encrypted traffic

#### Personal data being processed instructed by Dyflexis

- ✓ Name
- ✓ E-mail address
- ✓ System name (most of the times the company name)
- ✓ Ticket contents

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**Service** Support ticket system

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**Location** EU

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**Information** Zendesk is being used by our support department to process customer support questions. The following data are being saved by default: first name, last name, e-mail address and system name. All communication between you and the Dyflexis support department is encrypted, which means the communication line is secure. We still advise not to share more information than is necessary to fulfill your support request.

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**Certificates** IV- or III+, SSAE-16, PCI DSS- and ISO 27001

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[More information](#)

### Google Gmail

- ✓ Processing agreement signed
- ✓ Encrypted traffic

#### Personal data being processed instructed by Dyflexis

- ✓ Name
- ✓ E-mail address
- ✓ E-mail message

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**Service** E-mail client

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**Location** EU

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**Information** Dyflexis uses Gmail as their e-mail client. Gmail uses different encrypted connections and operates using standards dictated by ISO 27001, 27017 and 27018.

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**Certificates** ISO 27001, 27017 and 27018

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[More information](#)