

Dyflexis list of sub-processors

Classification: public

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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.

Scaleway

- ✓ Data processing agreement signed
- ✓ Traffic encrypted

Personal data being processed

- ✓ Data saved in Dyflexis

Service	Hosting Dyflexis
Location	Netherlands
Information	Dyflexis is a web application hosted in Amsterdam by Scaleway. All processes and procedures comply with strict international security standards.
Certificates	ISO 27001, ISO 50001, ISO 14001, ISO 9001, PCI-DSS, SOC1 TYPE2

[More information](#)

Spryng

- ✓ Processing agreement signed

Personal data being processed instructed by Dyflexis

- ✓ Phone number
- ✓ SMS messages

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

[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

Service	Support ticket system
Location	EU
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 advice not to share more information than is necessary to fulfill your support request.
Certificates	IV- or III+-, SSAE-16, PCI DSS- and ISO 27001

More information