

Dyflexis list of sub-processors

A subprocessor is a third-party vendor or service provider engaged by a data processor to perform specific services that require access to personal data, such as cloud storage, payment processing, or customer support, on behalf of a customer.

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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

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 sent with the service of Spryng. This means the receiver's phone number will be saved temporarily, with a maximum duration of one week. All datacentres 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](#)