



**PCS Infrastructure and Sub-processors**

**Updated:** 10 October 2024

**Scope**

This documentation describes the infrastructure environment and sub-processors for the PCS’s provision of the Services.

Capitalized terms used in this documentation are defined in PCS’s Master Services Agreement, Data Processing Addendum and/or other written agreement with Customer. In the event of conflict, the Data Processing Addendum definition shall prevail.

**All Services**

The following legal entities are engaged in processing Personal Data for all Services.

Entity Name	Entity Type	Location of Sub-processor	Storage location
Person Centred Software Limited	PCS HQ	• United Kingdom	• N/A
Person Centred Software (Aust) Pty Limited	PCS Affiliate	• Australia	• N/A
ResHub Limited	PCS Affiliate	• Ireland	• N/A
ResHub Healthcare Inc.	PCS Affiliate	• United States	• N/A
Zendesk, Inc.	Customer support tool	• United States	• United States
Postmark, Inc.	Email tool for the Services	• United States	• United States & European Economic Area
Atlassian Corp - Status Page	Customer support notification tool	• United States	• United States
Zoom, Inc.	Communication tool used for Professional Services	• United States	• United States

Customer agrees and acknowledges that PCS engages a limited number of its personnel via an employer of record and/or via other means of alternative contracting (individual companies or sole entrepreneurship) in the European Economic Area, United Kingdom and Australia (collectively the “Remote Personnel”). PCS shall treat all Remote Personnel in terms of security and privacy of Customer Data (including Personal Data) in the same way as its employees and employ the same effective control over their work regardless of their formal legal status. PCS considers the Remote Personnel as its personnel under its direct control and not as separate sub-processors. PCS does not publicly disclose the list of the Remote Personnel and their location to protect their privacy. Upon Customer’s request, PCS shall provide such list subject to the duty of confidentiality. If the Remote Personnel is deemed third-party sub-processors for the purpose of applicable privacy laws, Customer grants general consent for PCS to use Remote Personnel as sub-processors.

**mCare (fka Digital Care Planning System)**

The following legal entities are engaged in processing Personal Data for Services branded as mCare (fka Digital Care Planning System).

Entity Name	Entity Type	Location of Sub-processor	Storage location
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Microsoft Corporation - Azure	Third Party Hosting Provider	<ul style="list-style-type: none"> <li>United States</li> </ul>	<ul style="list-style-type: none"> <li>European Economic Area</li> <li>For Australian customers: Australia</li> </ul>
Titus Learning Limited	E-Learning platform for Customers	<ul style="list-style-type: none"> <li>United Kingdom</li> </ul>	<ul style="list-style-type: none"> <li>European Economic Area</li> </ul>
Bytes Software Services Ltd	First-line of support for Microsoft Azure	<ul style="list-style-type: none"> <li>United Kingdom</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>

### ATLAS

The following legal entities are engaged in processing Personal Data for Services branded as ATLAS eMar, ATLAS CAPA and ATLAS Pharmacy.

Entity Name	Entity Type	Location of Sub-processor	Storage location
Amazon Web Services, Inc.	Third Party Hosting Provider	<ul style="list-style-type: none"> <li>United States</li> </ul>	<ul style="list-style-type: none"> <li>United Kingdom</li> </ul>
Microsoft Corporation - Azure	Third Party Hosting Provider	<ul style="list-style-type: none"> <li>United States</li> </ul>	<ul style="list-style-type: none"> <li>European Economic Area</li> </ul>
MessageBird B.V.	SMS tool for the Services	<ul style="list-style-type: none"> <li>Netherlands &amp; United Kingdom</li> </ul>	<ul style="list-style-type: none"> <li>European Economic Area</li> </ul>
Mailgun Technologies Inc	Email tool for the Services	<ul style="list-style-type: none"> <li>United States</li> </ul>	<ul style="list-style-type: none"> <li>United States &amp; European Economic Area</li> </ul>
Agile Core LTD	Infrastructure support	<ul style="list-style-type: none"> <li>United Kingdom</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
Hendry IT Consulting Limited	Mobile app support	<ul style="list-style-type: none"> <li>United Kingdom</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
Bytes Software Services Ltd	First-line of support for Microsoft Azure	<ul style="list-style-type: none"> <li>United Kingdom</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>

### Digital Reception

The following legal entities are engaged in processing Personal Data for Services branded as Digital Reception.

Entity Name	Entity Type	Location of Sub-processor	Storage location
Microsoft Corporation - Azure	Third Party Hosting Provider	<ul style="list-style-type: none"> <li>United States</li> </ul>	<ul style="list-style-type: none"> <li>European Economic Area</li> </ul>
Digital Reception Limited	PCS Affiliate	<ul style="list-style-type: none"> <li>United Kingdom</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>

### Oomph

The following legal entities are engaged in processing Personal Data for Services branded as Oomph.

Entity Name	Entity Type	Location of Sub-processor	Storage location
Amazon Web Services, Inc.	Third Party Hosting Provider	<ul style="list-style-type: none"> <li>United States</li> </ul>	<ul style="list-style-type: none"> <li>European Economic Area</li> </ul>

Google Inc.	Third Party Hosting Provider	• United States	• European Economic Area
Vindico ICS Limited	Third party Oomph Services provider	• United Kingdom	• N/A

### DepenSys

The following legal entities are engaged in processing Personal Data for Services branded as Depensys.

Entity Name	Entity Type	Location of Sub-processor	Storage location
DepenSys Limited	PCS Affiliate	• United Kingdom	• N/A
Byjama Limited	Third party Depensys Services provider	• United Kingdom	• N/A
UKDedicated Ltd	Third party hosting provider	• United Kingdom	• United Kingdom

### ResHub

The following legal entities are engaged in processing Personal Data for Services branded as ResHub.

Entity Name	Entity Type	Location of Sub-processor	Storage location
Google Inc.	Third party hosting provider	• United States	<ul style="list-style-type: none"> <li>• For EU&amp;UK based customers in the European Economic Area</li> <li>• For US based customers in United States</li> <li>• For Australian based customers in Australia</li> </ul>
SendGrid Inc. (Twilio company)	Email tool for the Services	• United States	• United States
Freshworks Inc.	Customer support tool	• United States	• European Economic Area

### Redcrier

The following legal entities are engaged in processing Personal Data for Services branded as Redcrier.

Entity Name	Entity Type	Location of Sub-processor	Storage location
myAko	Third party e-learning platform provider	• United Kingdom	• United Kingdom

### Nursecall Messaging Services

The following legal entities are engaged in processing Personal Data for Services branded as Nursecall Messaging.

Entity Name	Entity Type	Location of Sub-processor	Storage location
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Blaucomm Ltd	Third party Nursecall Messaging Services provider	• United Kingdom	• United Kingdom
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### **Comentis**

The following legal entities are engaged in processing Personal Data for Services branded as Comentis.

Entity Name	Entity Type	Location of Sub-processor	Storage location
Comentis Ltd	Third party Comentis Services provider	• United Kingdom	• United Kingdom

### **Centrim**

The following legal entities are engaged in processing Personal Data for Services branded as Centrim.

Entity Name	Entity Type	Location of Sub-processor	Storage location
E-Caret Solutions Pty Ltd	Third party Centrim Services provider	• Australia	<ul style="list-style-type: none"> <li>• United Kingdom</li> <li>• For Australian customers: Australia only</li> </ul>

### **Teladoc**

The following legal entities are engaged in processing Personal Data for Services branded as Teladoc.

Entity Name	Entity Type	Location of Sub-processor	Storage location
Teladoc Health UK LTD	Third party Teladoc Services provider	• United Kingdom	<ul style="list-style-type: none"> <li>• United Kingdom, European Union, United States</li> </ul>

### **Professional Services**

The following legal entities are engaged in processing Personal Data for Professional Services.

Entity Name	Entity Type	Location of Sub-processor	Storage location
CareMatchUK Limited	Third party Professional Services provider	• United Kingdom	• N/A

PCS customers may subscribe to notifications of new sub-processors by sending an e-mail to [legal@personcentredsoftware.com](mailto:legal@personcentredsoftware.com).