

Subprocessor List

Controller: Sypher Media Ltd.

Effective date: 23 February 2022

Revisions

Name	Date	Change
Addition	17 Aug 2022	Added Stripe to subprocessor list
Addition	05 Sep 2022	Added Go High Level CRM; updated Google entry
Annual Review	17th January 2023	Annual Review: Data transfers added to subprocessor table
Removal	1 July 2023	Sendinblue discontinued, data scheduled for deletion
Annual Review	15th January 2024	Annual review; streamlined language and formatting
Annual Review	21st January 2025	Annual review: Re-ordered list of processors alphabetically
Removal	2nd February 2025	Documo discontinued; deletion pending
Data Deletion	30th September 2025	Documo data deleted

Scope: This page discloses third-party service providers (“subprocessors”) that process personal data on our behalf to deliver our services. Terms used here have the meanings given in our Data Processing Addendum (DPA) and applicable data-protection laws (UK GDPR/GDPR).

How we select and manage subprocessors

- We enter into written DPAs with all subprocessors.

- We assess security posture (policies, certifications, incident history) and data-transfer mechanisms.
- We apply least-privilege access and regularly review necessity.
- We monitor for material changes and reassess annually.

Last comprehensive review: January 2025

Current subprocessors (alphabetical order)

Vendor	Purpose / Service	Data categories	Processing activities	Location of processing	Data transfers
Cloudflare	CDN, WAF, DDoS protection	IP addresses, request logs	Transit/edge processing, caching, logs	Global	SCCs/UK Addendum
Go High Level	Base CRM	Contact details, customer engagement	Storage, analytics, CRM workflows	US only	International transfers to US under SCCs/UK Addendum
Google (Ads, Workspace, Analytics)	Productivity, analytics, marketing	Contact details, engagement data, analytics data	Email, docs, storage, analytics	EU/US	SCCs/UK Addendum
IONOS	Hosting custom CRM integrations	Account data, usage logs	Storage, compute, backups	UK/EU	N/A intra-EEA
Mailgun	Email sending	Email addresses, message content	Routing, delivery, analytics	EU/US	SCCs/UK Addendum
Meta (Facebook, Instagram, Ads)	Marketing and advertising	Contact details, engagement, analytics	Ads delivery, tracking, analytics	EU/US	SCCs/UK Addendum
Microsoft SQL	Database hosting for custom CRM integrations	CRM records, customer data	Storage, queries, backups	UK/EU (data residency selected)	SCCs/UK Addendum as applicable

Stripe	Payment processing	Customer billing details, payment tokens (no full card data)	Processing, fraud prevention	EU/US	SCCs/UK Addendum
Twilio	Comms (SMS/voice)	Phone numbers, comms metadata, message content	Routing, delivery, analytics	EU/US	SCCs/UK Addendum
WordPress	Website CMS	Visitor IP, contact form data	Hosting, content management	EU/UK	N/A intra-EEA
HubSpot	CRM	Contact Details, customer engagement	Integrations	EU/US	SCCs/UK Addendum

Former subprocessors

List providers we no longer use that may still hold data until deletion completes.

Vendor	Final use date	Data involved	Data deletion status
Sendinblue	1 Jul 2023	Email addresses, campaign engagement	Data deletion completed on 30 Jun 2024
Documo	2 Feb 2025	E-signature documents, contact details	Data deletion completed 30 Sep 2025

Notice of changes

We will update this page at least 30 days before engaging a new subprocessor or making a material change, where legally required. For significant changes we will notify customers via email or in-app notice. We will always clarify if data will be copied or permanently deleted. All impacted clients will be given sufficient notice to request copies of data scheduled for deletion. Once the deletion deadline passes, this data will be irretrievable.

Last update: 30th September 2025

Recent changes:

- Sendinblue removed (discontinued 1 July 2023; data deleted 30 June 2024)
- Documo removed (discontinued 2 February 2025; data deleted 30th September 2025)