

Renaissance Computer Services Ltd

Approved Sub-Processor Register

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This document forms part of the Renaissance Managed IT Plans Agreement and sets out the terms under which Renaissance Computer Services Ltd processes Personal Data on behalf of the Customer.

It describes the respective data protection responsibilities of Renaissance and the Customer, the nature and purpose of the processing, the safeguards applied to Personal Data, and the arrangements governing the use of Sub-Processors and international data transfers.

The current version of this document is available through the Renaissance Contract Centre.

1. Purpose

This Approved Sub-Processor Register identifies the third-party organisations authorised by Renaissance Computer Services Ltd ("Renaissance") to process Customer Personal Data in connection with the delivery of the Services.

This Register forms part of the Managed IT Plans contractual documentation and should be read alongside:

- RCS-MIT-001 – Managed IT Plans Terms & Conditions
 - RCS-MIT-030 – Premium Managed IT Plan Service Schedule
 - RCS-MIT-070 – Data Processing Agreement
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2. Scope

This Register applies to all Managed IT Plans and identifies the categories of approved Sub-Processors that may process Customer Personal Data on behalf of Renaissance during the delivery of the Services.

Not every Sub-Processor will be used for every Customer. The specific Sub-Processors used will depend upon the Services purchased by the Customer.

3. Appointment of Sub-Processors

Renaissance carefully selects Sub-Processors that provide appropriate technical and organisational measures to protect Customer Personal Data.

Before engaging a Sub-Processor, Renaissance will take reasonable steps to ensure that the Sub-Processor is capable of meeting the requirements of applicable Data Protection Legislation.

Where Personal Data is transferred outside the United Kingdom, Renaissance will ensure that appropriate safeguards are implemented in accordance with the Data Processing Agreement and applicable Data Protection Legislation.

Renaissance may update this Register from time to time in accordance with the Agreement.

4. Approved Sub-Processors

Legal Entity (Trading Name)	Service	Purpose of Processing	Categories of Personal Data	Primary Processing Location	Applicable Customers
Microsoft Corporation and its Affiliates (Microsoft)	Microsoft 365, Microsoft Entra ID, Microsoft Intune, Microsoft Defender and associated Microsoft cloud services	Identity, productivity, collaboration, endpoint management and security services	User identities, contact details, authentication data, device information, operational data and customer content	UK, EEA and other Microsoft data centre regions as applicable	Where Microsoft services are provided
Kaseya Limited (Kaseya)	Autotask PSA	Service management, CRM, ticketing and asset management	Customer contacts, user information, asset information, service records and operational data	UK / EEA	All Managed IT Plan Customers
Kaseya Limited (Kaseya)	IT Glue	Technical documentation and knowledge management	Customer contacts, configuration information, network documentation and operational data	UK / EEA	All Managed IT Plan Customers
Kaseya Limited (Kaseya)	Datto RMM	Remote monitoring and management	Device information, user identities, monitoring data, operational logs and configuration data	UK / EEA	All Managed IT Plan Customers
Kaseya Limited (Kaseya)	Datto Endpoint Backup	Cloud backup services	Customer files, system data, backup metadata and operational information	UK / EEA	Customers purchasing Backup Services
Kaseya Limited (Kaseya)	Datto EDR	Endpoint detection and response	Security telemetry, device information, user identities and security event data	UK / EEA	Customers receiving Endpoint Security Services
Kaseya Limited (Kaseya)	RocketCyber	Managed Security Operations (SOC)	Security telemetry, authentication events, user identities, device information and security logs	UK / EEA	Customers receiving Managed SOC Services
Kaseya Limited (Kaseya)	Vonahi	Automated penetration testing	Network information, device information, user identities and security assessment data	UK / EEA	Customers receiving Vulnerability Assessment Services
Kaseya Limited (Kaseya)	VulScan	Vulnerability scanning	Device information, hostnames, network information and vulnerability data	UK / EEA	Customers receiving Vulnerability Management Services
ConnectWise, LLC (ScreenConnect)	Remote Support	Remote access and technical support	User identities, device information, support session information and operational data	UK / EEA	Where Remote Support Services are provided

Legal Entity (Trading Name)	Service	Purpose of Processing	Categories of Personal Data	Primary Processing Location	Applicable Customers
INKY Technology Corporation (INKY)	Email security and signature management	Email protection and signature management	Email metadata, user identities and email content as required	UK / EEA	Customers receiving Email Security Services
Kaseya Limited (ConnectBooster)	Customer payment portal (iPAY Portal)	Payment processing and automated collections	Customer contact information, billing information and payment metadata	UK / EEA	Customers using iPAY Portal
Spitfire Network Services Limited	Hosted 3CX Platform	Business telephony services	User identities, call records, voicemail and related communications data	United Kingdom	Customers receiving Hosted Telephony Services
Fireflies.ai Inc. (Fireflies.ai)	AI meeting assistance	Meeting recording, transcription and note generation	Meeting recordings, participant information and meeting content	UK / EEA / United States	Where AI meeting assistance is used
MeetJamie Technologies GmbH (Jamie)	AI meeting assistant	Meeting recording, transcription and note generation	Meeting recordings, participant information and meeting content	EEA	Where AI meeting assistance is used

5. Conditional Services

The following Sub-Processors are only used where the Customer purchases the associated Service:

- Datto Endpoint Backup
- Datto EDR
- RocketCyber
- Vonahi
- VulScan
- Hosted 3CX
- Fireflies.ai
- Jamie

Additional service-specific Sub-Processors may be identified within the relevant Service Schedule where specialist services are provided.

6. Changes to this Register

Renaissance may appoint replacement or additional Sub-Processors where reasonably necessary to deliver the Services.

Material changes to this Register shall be managed in accordance with the Data Processing Agreement and the Managed IT Plans Terms & Conditions.