

US Sub Processors

iPipeline, Inc uses sub processors in the general running of its business and to assist it in providing its services to its customers. A sub processor is a third-party service provider or data processor engaged by iPipeline, who has or potentially will have access to or process personal data (PII & PHI).

iPipeline currently use the below list of Sub-Processors to provide infrastructure services, customer support and business & service administration services.

Please note that not all Sub-Processors are used in the provision of all products and services we provide and some may only be involved in assisting with the provision of specific services.

Customer Support

Sub Processor	Location	Purpose/Services
Salesforce	United States	Customer Relationship Management
MoveIT (Progress Software)	United States	Secure File Share Service
iPipeline Ltd & TCP	United Kingdom	Global IT Support* (Data remains hosted in the US and no physical transfers take place)
Intacct	United States	Customer Invoice System

*With Roper re agreement

Infrastructure

Sub Processor	Location	Purpose/Services
Amazon Web Services (AWS)	United States	Cloud services, Data Center Services
Microsoft Azure/Power Bi	United States	Cloud services, Reporting and Data Analytics
Snowflake	United States	Reporting, Data Analytics
11 11	United States	Cloud services, Data Centre Services
Logicworks	United States	Data Centre
Flexential	United States	Data Centre
MongoDB, Inc.	United States	Data infrastructure

Service and Business Administration

Sub-Processor	Location	Purpose/Services
Atlassian	United States	Service Management
Microsoft Corporation	United States	Business administration, delivery, support, and related services

OneTrust	United States	Vendor Management, Data Subject Rights Request Management
HubSpot	United States	Website Analytics, Marketing
Constant Contact	United States	Marketing
Smarty Streets	United States	Address Verification
Cooperative Technologies	United States	Address Verification
FAC Exchange	United States	Reinsurance calculation/verification service
APPS	United States	Vendor for medical records in Resonant.
CRL	United States	Vendor for medical records in Resonant.
Dynacare	United States	Vendor for medical records in Resonant.
eNoah	United States	Vendor for medical records
ExamOne	United States	Vendor for ordering medical records in Resonant.
FAC Exchange	United States	Vendor for ordering medical records in Resonant.
FTNI	United States	Financial provider supporting DocFast.
GIACT	United States	Vendor bank validation/identity verification for Resonant
IBU	United States	Vendor for ordering medical records in Resonant.
Lifeplands	United States	Vendor for ordering medical records in Resonant.
MIB	United States	Vendor for ordering medical records in Resonant.
Milliman	United States	Vendor for ordering medical records in Resonant.
MRS	United States	Vendor for ordering medical records in Resonant.
Parameds	United States	Vendor for ordering medical records in Resonant.
TransUnion	Unites States	Vendor that provides credit reports to Resonant on instruction of the data controller.

Velogica	United States	Vendor for risk scoring in Resonant.
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As our business and services evolve, we may add, remove, or update information about our SubProcessors on this webpage or retain the services of additional Sub-Processors, if we determine their processing activity will improve or enhance our ability to deliver our services to you. We will periodically update this page to reflect changes to our Subprocessors. If you have any questions about our subprocessing activities, please contact dpo@ipipeline.com

UK Sub Processors

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Customer Support

Sub Processor	Location	Purpose/Services
Salesforce	United States	Customer Relationship Management
Sharefile (Citrix)	United Kingdom	Secure Fileshare Service
iPipeline, Inc	United States	Global IT Support (Data remains hosted in the UK and no physical transfers take place)
Intacct	United States	Customer Invoice System

Infrastructure

Sub Processor	Location	Purpose/Services
Amazon Web Services (AWS)	UK/EU	Cloud services, Data Centre Services
Microsoft Azure/Power Bi	UK/EU	Cloud services, Reporting and Data Analytics
6 Degrees Managed Data	UK	Data Centre

Service and Business Administration

Sub-Processor	Location	Purpose/Services
Atlassian	United States	Service Management
Microsoft Corporation	United States	Business administration, delivery, support, and related services
OneTrust	United States	Vendor Management, Data Subject Rights Request Management
Code Potato	United Kingdom	iO Customers Only
LeadGen	United Kingdom	PreQuo Lead generation for insurance policy consumers.
Spotler	United Kingdom	Email Marketing

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Canada Sub Processors

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Customer Support

Sub Processor	Location	Purpose/Services
Salesforce	United States	Customer Relationship Management
iPipeline, Inc	United States	Global IT Support (Data remains hosted in the UK and no physical transfers take place)

Infrastructure

Sub Processor	Location	Purpose/Services
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Amazon Web Services (AWS)	Canada	Cloud services, Data Centre Services
Microsoft Azure	Canada	Cloud services
Rogers Communications	Canada	Data Centre

Service and Business Administration

Sub-Processor	Location	Purpose/Services
Atlassian	Canada	Service Management
Microsoft Corporation	Canada	Business administration, delivery, support, and related services
Dynacare	Canada	Vendor for ordering medical tests in Wealthserv Insurance
ExamOne	Canada	Vendor for ordering medical tests in Wealthserv Insurance
MIB	Canada	Vendor for checking medical records in Omni.
Fundserv	Canada	Vendor for data exchange between distributors and manufacturers for Wealthserv Investments
Stripe	Canada	Payment processing for BSA

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