

Data Processors

Last Reviewed. 9 Sept 2024

When processing personal data relating to representatives of our customers, prospects or other data subjects we engage with (for example individuals who contact Hive Learning, interact with Hive Learning’s website, subscribe to marketing promotions and review campaigns, or attend its events), we consider ourselves as a controller. Processors used in relation to this data are not sub-processing any data for which our customers are controller. The following companies may process customer representative data, prospect representative data, or other data subjects data for which Hive Learning is the controller. “Hive Learning” refers to Hive Learning Limited and its sister company Hive Learning, Inc.. The entities share services and infrastructure and are wholly-owned subsidiaries of Captured Holdings Limited.

Entity Name and Registered Address	Processing Activity	Location of processing	Links
Adobe Systems Software Ireland Limited Citywest Village Avenue 4 · D24 W52F Dublin	PDF functionality for contracts and other documents.	Ireland	Adobe
Amazon Web Services EMEA SARL FC034225 / 38 Avenue John F. Kennedy, Luxembourg 1855, Luxembourg	UK Hosting services. Analytics features (Quicksight tool).	UK / Ireland	AWS
Asana, Inc. 633 Folsom Street Suite 100 San Francisco, CA 94107-3600, United States	Work management platform that provides tools to orchestrate work.	US	Asana
Atlassian Pty Ltd Level 6 341 George St, Sydney, NSW 2000, Australia	Tools for project management.	Ireland	Atlassian
Blenheim Chalcot IT Services India PVT. Ltd. 103-104 B Wing, Fulcrum Hiranandani Business Park, Sahar Airport Road, Andheri (East), Mumbai, 400099, India	Back-office finance and invoicing services and queries.	India	Blenheim Chalcot
Blenheim Chalcot LTF Limited. 05064255 / Scale Space, 58 Wood Lane, London, W12 7RZ, UK	Internal group co. operations.	UK	Blenheim Chalcot
Bugsnap (Smartbear (Ireland) Limited) Mayoralty House, Flood Street, Galway, Ireland	Application monitoring.	Ireland	SmartBear Software
Cognism Limited 09392705 / 5 Chancery Lane, London, England, WC2A 1LG, UK	Sales prospecting, data correction and tracing.	UK	Cognism
DocuSign, Inc. 221 Main Street Suite 1550, San Francisco, CA 94105, United States	Incumbent e-signature system for contracts and other documentation. Optional use. Processes customer representative data of signatory.	US	DocuSign
Fospha Limited 08902419 / Scale Space, 58 Wood Lane, London, W12 7RZ, UK	Aggregated web journey analytics.	UK	Fospha
Freshworks, Inc San Mateo, CA 2950 S. Delaware Street, Suite 201 San Mateo CA 94403, United States	Back-office finance and invoicing services.	US	Freshworks
G2.com, Inc. 100 South Wacker Drive, Suite 600, Chicago, IL 60606	A research, marketing and review platform for comparing business software products.	US	G2.com
Google LLC 3582691 / 1600 Amphitheatre Pkwy Mountain View CA 94043, United States/ Google Ireland Limited 368047 / 1 Grand Canal Plaza, Grand Canal Street Upper Dublin, Ireland	Collaboration and communication tools (Google Workspace), and analytics features and display networks.	US/Ireland	Google
Hubspot Inc. Two Canal Park, Cambridge, MA 02141, United States	Prospective customer representative data and contact management.Processes customer representative data in pre-sales phase.	US	HubSpot
HubSpot UK Holdings Ltd HubSpot Ireland Limited, HubSpot House, One Sir John Rogerson’s Quay, Dublin 2, Ireland Attention: Legal, (with copy to HubSpot, Inc.)	Marketing CRM and automation tools.	Ireland	HubSpot
IntentPro Limited 13873023 / Scale Space, 58 Wood Ln, London W12 7RZ, UK	Quickaction operational tools. B2B lead & revenue intelligence platform.	UK	Blenheim Chalcot
LinkedIn Ireland Unlimited Company (LinkedIn) Gardiner House Wilton Plaza, Dublin 2, Ireland	LinkedIn Sales navigator, prospecting, data correction and tracing.	Ireland	LinkedIn
Mailchimp (The Rocket Science Group, LLC)	Email marketing and sales tools.	US	Intuit

675 Ponce De Leon Ave NE Ste 5000, Atlanta, GA 30308, United States			
Microsoft Corporation 600413485 / One Microsoft Way Redmond, Washington 98052-6399, US / Microsoft Ireland Operations, Ltd One Microsoft Place, South County Business Park, Leopardstown, Dublin 18 D18 P521	Communications provider (Office Suite - emails, Teams etc.). Microsoft Azure OpenAI. Generative AI functionality.	UK/Ireland	Microsoft
Planhat AB 556991-6421 /Malmkillnadsgatan 13, 111 57 Stockholm, Sweden	Usage insights and management.	UK	Planhat
PostHog Inc. 2261 Market St #4008, San Francisco, United States	Analytics.	UK	PostHog
Slack Technologies Ltd (A Salesforce, Inc. company) Ireland 558379 / Salesforce Tower, 60 R801, North Dock, Dublin, Ireland	Collaboration, communication, and messaging tools. Processes customer representative data if a customer representative joins a Slack channel.	Ireland (hosting in EU and US)	Slack
Typeform SL Calle Pallars 108 (Aticco - Typeform), 08018 Barcelona, Spain	For obtaining client feedback.	Ireland	Typeform
Vimeo.com Inc. 555 W 18th St, New York, United States	Webinars and other video materials. Only for participants in webinars. Used to create webinars regarding customer success with invited guests.	US	Vimeo
Zapier, Inc. 548 Market St. #62411, San Francisco, CA 94104-5401, United States	Online meeting management.	US	Zapier
ZenDesk, Inc. 264411091 / 989 Market St San Francisco, CA 94103, United States	Helpdesk software.	US	Zendesk
Zoom Video Communications , Inc. 55 Almaden Boulevard Sixth Floor, San Jose, CA 95113, United States	Collaboration and communication. Used to connect with customer representatives and prospects.	US	Zoom