

viedocTM

Viedoc sub processors – Japan instances

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Document History

Version	Author	Date	Change
1	Jens Pettersson	2019-03-29	Initial version
2	Jens Pettersson	2019-03-29	Changes anticipated effective for 2019-09-29: ▪ Removed Equinix, IP-Only, Elastic Email ▪ Added Microsoft Azure, HENNGE, MailJet
3	Jens Pettersson	2021-11-24	▪ Removed MailJet ▪ Added Elastic Email, Amazon Web Services, WhereBy
4	Majd Mirza	2022-12-20	Clarified data location for AWS. New template.
5	Rickard Pedersen	2023-10-06	Updated headings and connected minor changes
6	Rickard Pedersen	2024-10-14	Several changes connected to SMS Teknik
7	Rickard Pedersen	2026-03-16	Added information regarding data location

VEDOC SUB PROCESSOR LIST

This list identifies the sub processors authorized to process customer data (including personal data contained therein). Any such sub processor will be permitted to process Customer Data only to deliver the services Viedoc Technologies AB has retained them to provide, and they are prohibited from using Customer Data for any other purpose.

Technology platform providers for the Japan instances of Viedoc:

Processor/ Sub-processor	Viedoc instance	Data location	Function(s) / categories of processing performed	ISO 27001	Supplemental measures	Data categories	Retention period	Contact information
Microsoft Azure Global	Japan	Primary: Japan, Tokyo Secondary: Japan, Osaka	Primary Infrastructure services Backup Infrastructure services	Yes	Encryption at rest, Encryption in transit, 2FA	All	Managed by Viedoc	Link , Microsoft EU Data Protection Officer, One Microsoft Place, South County Business Park, Leopardstown, Dublin 18, D18 P521, Ireland
Amazon Web Services	Japan	Japan, Osaka	Storage of encrypted backups without decryption keys	Yes	Encryption at rest, Encryption in transit, 2FA	All	Managed by Viedoc	Link , Amazon Web Services EMEA SARL, 38 avenue John F. Kennedy, L-1855 Luxembourg
HENNGE	Japan	Japan	Primary email delivery	Yes	Encryption in transit, 2FA	Email address & message content	40 days	Link , HENNGE株式会社, 個人情報管理担当宛て, 〒150-0036, 東京都渋谷区南平台町16番28号 Daiwa渋谷スクエア
Elastic Email	Japan	France	Secondary email delivery Primary SMS delivery	No	Encryption in transit, 2FA	Email address, phone number & message contents	35 days	Link , Elastic Email, Attn: Privacy Officer, Unit 107, 1208 Wharf Street, Victoria, BC V8W 3B9, Canada
SMS Teknik	Japan	Sweden	Secondary SMS delivery	Yes	Anonymization, Encryption in transit, 2FA	Phone number & message contents	60 days	Link , SMS Teknik, Uddarne Industriväg 6, 45535 Munkedal, Sweden
WhereBy	Japan	Ireland	Video/audio stream and UI	Yes	Encryption in transit, 2FA	Video/audio streams	No storage	Link , Whereby AS, Gate 1 no. 107, 6700 Måløy, Norway