

List of sub-processors

Updated: 9 November 2018

Hymans Robertson LLP engages chosen suppliers to provide services to us or on our behalf. The following sub-processors may carry out data processing activities for elements of our core IT and business support functions and systems which assist us in our provision of services to you.

Latest updates

- We've added Independent Transition Management Limited who provide installation resources for new administration clients
- Microsoft, Inc. and affiliates provide Azure cloud services and Office 365 - for more information visit the Cloud section of our [Trust Centre](#)
- We've also added QualiTest Group UK Limited who provide quality assurance testing resource

Sub-processors are grouped in section A according to the categories of processing we carry out. These categories correspond with those set out in the “Data processing particulars” section of our contractual agreement with you. We list separately in section B the sub-processors we use to provide design, printing, core IT services and records management, which are used across our business.

This document has been compiled based on the information available to us at the date stated above and is subject to change.

A. Sub-processors used in relation to certain services

1. Actuarial analysis and reporting

No sub-processors are currently used for these services, other than those used across our business (see section B).

2. Pension scheme administration and processing

Name of sub-processor	Details of services provided	Location
DG3 (Group) Holdings Limited	Printer	UK
Civica UK Ltd	Support for the UPM administration system	UK
Profund Solutions Limited	Support for Aviary accounting software	UK
LexisNexis Risk Solutions UK Ltd ¹	Tracing services ²	Global
The Tracing Group Limited	Tracing services ²	UK
Target Professional Services (UK) Limited	Tracing services ²	UK
Western Union Business Solutions (UK) Ltd	Payment to pensioners' overseas bank accounts	Global
Crowe U.K. LLP ³	Auditing of internal controls	UK
Hardie Caldwell LLP ⁴	Field work on behalf of Crowe U.K. LLP	UK
Independent Transition Management Limited	Systems installations (for new clients only)	UK

¹See <https://risk.lexisnexis.com/terms/subprocessors> for a list of sub-processors used by LexisNexis. ²We may use one or more of these tracing service providers. ³Formerly Crowe Clark Whitehill LLP. ⁴Hardie Caldwell LLP is a sub-processor of Crowe U.K. LLP

3. Administration of ill-health insurance cover

No sub-processors are currently used for these services, other than those used across our business (see section B).

4. Management of employee benefits and reward programmes (principally Guided Outcomes)

Name of sub-processor	Details of services provided	Location
SendinBlue SAS ¹	Bulk email service	France

¹See <https://www.sendinblue.com/legal/termsofuse/> (Annex 1, section 3) for a list of sub-processors used by SendinBlue

B. Sub-processors used across our business

1. Design and Printing Services

Name of sub-processor	Details of services provided	Location
Like Minds (UK) Limited ¹	Production and distribution of member statements	UK
Strait Logics Limited ²	Programming	UK
Optichrome Limited ²	Print/Programming & mailing	UK
Shere Associates Limited ²	Programming and printing of individualised statements	UK
Network Support (London) Ltd ²	IT support	UK
DotDigital Group PLC ²	Digital Marketing Email Service Provider	UK
Galloways Printers Limited ²	Print and mailing	UK
Egress Software Technologies Limited ²	Email creation/distribution	UK

¹You may have a direct relationship with Like Minds. Please check. ²Sub-processor of Like Minds

2. Core IT services

Name of sub-processor	Details of services provided	Location
Microsoft, Inc. and affiliates ¹	Azure cloud services and Office 365	EEA ²
Company Net Ltd	IT support	UK
Whitespace (Scotland) Limited	Website hosting	UK
QualiTest Group UK Limited	Quality assurance testing	UK

¹See <https://www.microsoft.com/en-us/trustcenter/privacy/who-can-access-your-data-and-on-what-terms#subcontractors> for a list of sub-processors used by Microsoft. ²Data is hosted in the EEA. In exceptional circumstances, support may be provided from outside the EEA. Please refer to the Cloud section of our [Trust Centre](#)

3. Records management services

Name of sub-processor	Details of services provided	Location
Iron Mountain (UK) PLC	Offsite secure storage of backup tapes	UK
Shred-it Limited	Confidential shredding services	UK
Restore plc	Offsite secure storage of paper files	UK