

List of sub-processors

Updated: 24 May 2023

Hymans Robertson LLP engages carefully selected suppliers to provide services to us or on our behalf. This document lists the suppliers who 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 (“sub-processors”).

Latest updates

NB: All related to Pension scheme administration and processing

- Atos IT Services UK Limited added as a subprocessor of Paragon (for printing services)
- Convera UK Financial Ltd replaces Western Union for overseas payments (contract novation)
- RSM UK Risk Assurance Services LLP replaces Crowe U.K. LLP for auditing of internal controls

Section A groups sub-processors by the categories of processing we carry out and correspond with the “Data processing particulars” section of our contract with you. **Section B** lists the sub-processors we use to provide design, printing, core IT services and records management 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

None 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
Atos IT Services UK Limited ¹ new	Technology operations	UK
Bottomline Technologies Ltd	BACS processing	UK
Civica UK Limited	Support for the UPM administration system	UK
Convera UK Financial Limited novated	Payment to pensioners’ overseas bank accounts	Global ³
Crowe U.K. LLP	IDV referrals for overseas cases	Global ³
Experian Limited	Tracing services and address verification	UK
ID-Pal Limited ²	ID verification for overseas beneficiaries	Global ³
LexisNexis Risk Solutions UK Limited ^{4,5}	Tracing and identity verification services	Global ³
Mail Metrics Business Services UK Limited ⁶	Outsourced mail services	UK
Paragon Customer Communications (London) Ltd	Printing and mailing services	UK
Profund Solutions Limited	Support for Aviary accounting software	UK
RSM UK Risk Assurance Services LLP new	Auditing of internal controls	UK
SendinBlue SAS ⁷	Bulk email service	Global
Target Professional Services (UK) Limited ⁴	Tracing services	Global ³

¹Sub-processor of Paragon Customer Communications (UK) Limited ²Certain clients only. Please contact us for sub-processor list. ³We will only transfer data outside the EEA if instructed to do so by you (for IDV/tracing) or the pensioner (for overseas payments). ⁴We may use one or more of these tracing service providers. ⁵See <https://risk.lexisnexis.com/group/dpa/sub-processors> for a list of sub-processors used by LexisNexis. ⁶Subprocessor Target Professional Services. ⁷See [this link](#) for a list of subprocessors used by Sendinblue.

4. Management of employee benefits and reward programmes

None currently used for these services, other than those used across our business (see section B).

B. Sub-processors used across our business

1. Design and Printing Services

Name of sub-processor	Details of services provided	Location
Cubiquity Limited	Design, printing and mailing services	UK
DotDigital Group PLC ¹	Digital Marketing Email Service Provider	UK
Egnyte, Inc. ¹	Secure file hosting	EEA
Egress Software Technologies Limited ¹	Email creation/distribution	UK
Hughes & Co Design Limited	Design, printing and mailing services	UK
Like Minds (UK) Limited ²	Production and distribution of member statements and other communications	UK
Network Support (London) Ltd ¹	IT support	UK
Optichrome Limited ¹	Print/Programming & mailing	UK
Precision Marketing Group Limited ³	Design, printing and mailing services	UK
Shere Associates Limited ¹	Programming and printing of individualised statements	UK
Strait Logics Limited ¹	Programming	UK
VideoSmart Ltd ¹	Production of video content for specific projects	UK

¹Sub-processor of Like Minds ²You may have a direct relationship with Like Minds - please check. ³Sub-processor of Hughes & Co

2. Core IT services

Name of sub-processor	Details of services provided	Location
Commvault Systems Limited ¹	Cloud data backup provider	UK
Microsoft, Inc. and affiliates ²	Azure cloud services and Microsoft 365 products	EEA ³
QualiTest Group UK Ltd	Quality assurance testing	UK
Softcat PLC	Cloud data backup provider	UK
Twilio, Inc. ⁴	Identity authentication and related services	Global
Whitespace (Scotland) Limited	Website hosting	UK

¹Sub-processor of Softcat PLC ²See <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. ³Data 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](#).

⁴See <https://www.twilio.com/legal/sub-processors> for a list of sub-processors used by Twilio

3. Records management services

Name of sub-processor	Details of services provided	Location
Restore plc	Offsite secure storage of paper files	UK
Shred-it Limited	Confidential shredding services	UK