



Sub-processor	Service	Location where operates/processes data	Purpose	Process
Zendesk	CRM provider - email & booking notes	EU - Frankfurt, Germany	To manage Click Travel's relationship with bookers and travellers, including email management and notes regarding phone calls with the contact centre.	Emails are sent to Click Travel, these are stored within Zendesk servers. Automated routing may also occur based on the content contained in the Email received.
Intercom	Online chat function; business critical communication	US	Intercom provides in app support and outbound notifications for bookers and travellers	Conversations are created by users with Click Travel, these are stored within Intercom servers. Automated routing may also occur based on the content contained in the conversation.
Amazon Web Services (AWS)	Data host/processor/storer & Phone system	EU - Dublin, Ireland	<p>The entirety of hosting of the Click Travel Platform is stored within AWS. AWS therefore hosts all the information associated with booking travel; User data, profile information, bookings and activity within Click Travel's system</p> <p>AWS also hosts all phone contact into Click Travel, telephone calls and there any personal information contained within them are recorded.</p>	<p>User actions on Click Travel's platform are converted into travel bookings by code written by Click Travel employees. User data is also uploaded to the platform by Click Travel which is provided by the customer, all of which occurs on the AWS platform.</p> <p>Agents make and receive phone calls which are stored on AWS servers. Agents make manual notes based on interaction with customers which are also stored on the Click Travel Platform, hosted by AWS.</p>



Cronofy (optional)	Calendar sync tool	EU - Frankfurt, Germany	To allow users to sync bookings with their chosen calendar provider.	Users are able to authenticate their calendar with Cronofy, this then syncs their booking and contact information onto the Cronofy servers, only booking data is available to Cronofy.
TravelPerk, S.L.U.	Shared IT infrastructure and sustainability consultancy	EU - Barcelona, Spain	To improve operational synergies within the company group by using a shared IT infrastructure provided by TravelPerk.	Customer user data is stored and processed by the following subprocessors of TravelPerk, S.L.U for the purpose of providing IT and sustainability services to Click Travel: Google Workspace, Looker, Salesforce, Twilio
Venue Directory (ABC Connections)	Venue Directory is a booking system used to book meetings and events	EU - Dublin, Ireland	To enable customers to efficiently work with Click's MICE (meetings and events team) to negotiate with many venues in one go and have access to an online portal containing all the relevant information for an event.	Customer user data is stored within their systems to enable us to provide contact around bookings and confirmations. Customer data is not sent anywhere outside of Venue Directory systems during the process.