

ATTACHMENT A - Sub-Processors

This Attachment A lists the Sub-Processors authorised to process Customer Personal Data for Hive Learning's Services.

Data protection agreements are in place with each Sub-Processor covering their security controls and compliance with applicable regulations for the protection of the personal data they process. Where a Sub-Processor is located outside of the UK/Switzerland/EEA, an adequate Transfer mechanism is in place and Hive Learning assesses each Transfer.

Hive Learning Limited and Hive Learning, Inc. share services and infrastructure. Both entities are wholly-owned subsidiaries of Captured Holdings Limited. Hive Learning Limited, contracts directly (or via an intermediary) with the below Sub-Processor entities. Therefore, for Agreements between Hive Learning Inc. and the Customer, Hive Learning Ltd, shall act as Hive Learning Inc.'s sub-processor and the below entities are sub-sub-processors. An IDTA is in place between Hive Learning Inc. and Hive Learning Ltd.

Entity Name and Registered Address	Processing Activity	Location of processing of personal data + Transfer method if processing outside of UK/EEA/.	Links (DPA)
AWS Europe (Amazon Web Services EMEA SARL) FC034225 / B 186284,38 Avenue John F. Kennedy, Luxembourg 1855, Luxembourg	UK Hosting services. +Quicksight Tool.	UK/EEA/EU: GDPR	AWS
Atlassian Pty Ltd Level 6 341 George St, Sydney, NSW 2000, Australia	(JIRA and Confluence) Project management and issue-tracking tools to support planning, tracking, and management of software development and other projects. Hosted in the "Global" locations where Atlassian may process/store data in either the US or the EEA/EU.	EEA/EU: GDPR US: IDTA to EU SCCs	Atlassian
Bugsnap (Smartbear (Ireland) Limited) Mayoralty House, Flood Street, Galway, Ireland	Application Monitoring: Error monitoring tool that helps our developers track, prioritise, and resolve software bugs to improve application stability and performance .	EEA/EU: GDPR	Bugsnap
Google LLC 3582691 / 1600 Amphitheatre Pkwy Mountain View CA 94043, USA	Used for corporate applications. Collaboration and communication tools (Google Workspace), and analytics features and display networks.	US: IDTA to EU SCCs (also certified to EU-US DPF and UK Ext. to the EU-U.S. DPF)	Google
Microsoft Ireland Operations, Ltd One Microsoft Place, South County Business Park, Leopardstown, Dublin 18 D18 P521	Communications provider (Office Suite - emails, Teams etc.).Power BI services for usage analytics and reporting applications. Microsoft Azure OpenAI. Generative AI functionality. No customer data is used to train models. Microsoft Ireland Operations Ltd is the European Operations Centre for Microsoft.	UK/EEA/EU: GDPR	Microsoft
PostHog Inc. 2261 Market St #4008, San Francisco, USA	Product analytics platform designed to help understand user behaviour and optimise our service by providing tools like session replay, feature flags, A/B testing, and event tracking.	UK:GDPR	Posthog
Merge.dev, Inc. 2261 Market Street #4262, San Francisco, CA 94114, USA	Integration platform used to sync customer systems (e.g., ATS, CRM) with our platform services..	US:IDTA to EU SCCs (also certified to EU-US DPF and UK Ext. to the EU-U.S. DPF)	Merge.dev
Zendesk, Inc. 989 Market Street, San Fransisco, CA 94103, USA	Customer support service, Ticketing system for customer enquiries/service requests.	UK/EEA/EU: GDPR US: IDTA to EU SCCs (also certified to EU-US DPF and UK Ext. to the EU-U.S. DPF)	Zendesk
Anthropic, PBC 548 Market Street, PMB 90375, San Francisco, California 94104, USA	Generative AI services (Claude) used to support Hive Perform functionality, including AI-assisted analysis, summarisation, and generation of insights.	UK/EEA/EU: GDPR US: IDTA to EU SCCs	Anthropic
Pydantic Services, Inc. 1207 Delaware Ave #1225, Wilmington, DE 19806, USA	Logfire - application observability and logging platform used to collect structured logs, metrics and traces to monitor system performance and diagnose operational issues.	UK/EEA/EU: GDPR US: IDTA to EU SCCs	Pydantic
Hive Learning Group			
Hive Learning, Inc. 7279297 / 3rd Fl., 1178 Broadway, New York, NY 10001, USA Hive Learning Ltd. 08183912, Scale Space, 58 Wood Lane, London, W12 7RZ, UK	Sister companies, support service delivery.	US: UK IDTA	