

## List of sub-processors

Updated: 1 December 2020

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 key updates

- We have added Egnyte and VideoSmart, who are sub-processors of Like Minds (see section B.1 below)

Sub-processors are grouped in section A according to the categories of processing we carry out and correspond with 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

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
DG3 (Group) Holdings Limited	Printing and mailing services	UK
Civica UK Limited	Support for the UPM administration system	UK
Profund Solutions Limited	Support for Aviary accounting software	UK
LexisNexis Risk Solutions UK Limited <sup>1</sup>	Tracing and identity verification services <sup>2</sup>	Global <sup>3</sup>
The Tracing Group Limited	Tracing services <sup>2</sup>	Global <sup>3</sup>
Target Professional Services (UK) Limited	Tracing services <sup>2</sup>	Global <sup>3</sup>
Experian Limited	Tracing services and address verification	UK
Western Union Business Solutions (UK) Ltd	Payment to pensioners’ overseas bank accounts	Global <sup>3</sup>
Crowe U.K. LLP	Auditing of internal controls	UK
Hardie Caldwell LLP <sup>4</sup>	Field work on behalf of Crowe U.K. LLP	UK
Independent Transition Management Limited	Systems installations (new clients)	UK

<sup>1</sup>See <https://risk.lexisnexis.com/terms/subprocessors> for a list of sub-processors used by LexisNexis. <sup>2</sup>We may use one or more of these tracing service providers. <sup>3</sup>We will only transfer data outside the EEA if instructed to do so by you (for tracing) or the pensioner (for overseas payments). <sup>4</sup>Sub-processor of Crowe U.K. LLP

### 3. Administration of ill-health insurance cover

None 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 <sup>1</sup>	Bulk email service	France

<sup>1</sup>See <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 <sup>1</sup>	Production and distribution of member statements and other communications	UK
Strait Logics Limited <sup>2</sup>	Programming	UK
Optichrome Limited <sup>2</sup>	Print/Programming & mailing	UK
Shere Associates Limited <sup>2</sup>	Programming and printing of individualised statements	UK
Network Support (London) Ltd <sup>2</sup>	IT support	UK
DotDigital Group PLC <sup>2</sup>	Digital Marketing Email Service Provider	UK
Galloways Printers Limited <sup>2</sup>	Print and mailing	UK
Egress Software Technologies Limited <sup>2</sup>	Email creation/distribution	UK
Egnyte, Inc. <b>new</b>	Secure file hosting	EEA
VideoSmart Ltd <sup>2</sup> <b>new</b>	Production of video content for specific projects	UK
Hughes & Co Design Limited <sup>3</sup>	Design, printing and mailing services	UK
Precision Marketing Group Limited	Design, printing and mailing services	UK
Cubiquity Limited	Design, printing and mailing services	UK

<sup>1</sup>You may have a direct relationship with Like Minds. Please check. <sup>2</sup>Sub-processor of Like Minds <sup>3</sup>Sub-processor of Hughes & Co

### 2. Core IT services

Name of sub-processor	Details of services provided	Location
Microsoft, Inc. and affiliates <sup>1</sup>	Azure cloud services and Microsoft 365 products	EEA <sup>2</sup>
Softcat PLC	Cloud data backup provider	UK
Harbor Solutions Limited <sup>3</sup>	Cloud data backup provider	UK
Whitespace (Scotland) Limited	Website hosting	UK
QualiTest Group UK Ltd	Quality assurance testing	UK

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

### 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