

- Notes:**
- Capitalised words and phrases in the table below shall have the same meaning given to them in Nasstar's Data Processing Terms e.g. CRM Data & Communications Data.
 - "C" references where Nasstar is a Controller of the personal data and "P" references where Nasstar is a Processor of the personal data.
 - Nasstar uses a support service operated by its affiliate, ACT Teleconferencing Malaysia Sdn Bhd (based in Kuala Lumpur) ("**Nasstar Malaysia**") and it is possible that customer data may be accessed by Nasstar Malaysia in order for Nasstar Group to provide provisioning, support and maintenance services to its customers. The Nasstar Group uses European Commission approved Standard Contractual Clauses to regulate the processing of personal data by Nasstar Malaysia; as well as Nasstar's Intra Group Data Transfer Agreement and technical and organisation measures documented within the organisation's Integrated Business Management System (IBMS). The IBMS conforms to ISO/IEC 27001, 20000-1, and 9001, and undergoes annual audit

* Nasstar uses component based model in the solution architecture proposed to customers. So not all Service Sub-Processors apply for all customers. Support Sub-Processors like ServiceNow and Cisco Call Recording apply when customer contacts access Nasstar Support.
 ** Refers to Nasstar products and services supported by Nasstar Malaysia. Nasstar Group also use ServiceNow and various Microsoft Office applications (e.g. Exchange (e-mail), Teams, Skype for Business) to provide support to customers. ServiceNow affiliates in the UK, US, the Netherlands, Australia, India and Singapore may access personal data for this purpose. Microsoft and ServiceNow utilise European Commission approved Standard Contractual Clauses for any non-EEA processing of personal data.
 *** References to Sensitive Data shall mean Special Categories of Personal Data as set out in Article 9 of the General Data Protection Regulation 2016 and any information relating to criminal offences or convictions.

Nasstar Product/Service	CRM Data (this is the personal data of representatives with whom Nasstar interacts for marketing and customer relationship purposes)	User Data (this is focussed on a customer's end users e.g. their contact details and authentication details, among other things)	Communications Data (this will include a range of traffic and location data that Nasstar will process in order to perform certain services (e.g. number called, date/time, duration of call))	Content Data (this would cover a range of data that is processed in the provision of Nasstar's services but which is created by users – ranging from video, call and email content data)	Other (incl. Sensitive Data)	Authorised Sub-Processors*	Non-EEA Processing of Customer Data by Nasstar as Processor**	Additional Info
Web Hosting	C	P	N/A	P	P	P	P	P
	Business contact details (e.g. name, job title, company name and business e-mail address/phone number and records of correspondence/marketing) for Nasstar's Customer contact(s) which is used by Nasstar Group for the purpose of sending B2B marketing, billing and customer relationship management purposes.	Contact details for the Customer's admin and related communications.	None	Any information which is hosted on Nasstar infrastructure and which is uploaded by the Customer when using Nasstar's Web Hosting services - note that Content Data is not accessed or used by Nasstar other than to provide hosting services and any necessary support services.	Sensitive Data - Individuals may share their sensitive personal data or about other users in the form of Content Data which Nasstar employees may have access to in hosting the website or in providing support, but it is not required or requested by Nasstar to perform the services and Nasstar is not the controller of any sensitive data	ServiceNow. Support is managed using ServiceNow (with customer data hosted in London and Amsterdam). Cisco Call Recording. Calls to the Support are recorded using Cisco Call Recording for quality improvement purpose.	ServiceNow provide support for managed services which means that Customer data may be processed in the US, Australia, India and Singapore. Cisco Call Recording. Calls to the Support are recorded using Cisco Call Recording for quality improvement purpose.	User Data and Content Data is hosted in Nasstar UK data centres.
VMCS (Virtual Machine Continuity Software)	C	P	N/A	P	P	P	P	P
	Business contact details (e.g. name, job title, company name and business e-mail address/phone number and records of correspondence/marketing) for Nasstar's Customer contact(s) which is used by Nasstar Group for the purpose of sending B2B marketing, billing and customer relationship management purposes.	Contact details for the Customer's admin and related communications and details of any Customer end-users who use the VMCS service.	None	Any information which is hosted on Nasstar infrastructure using Nasstar's VMCS services - note that Content Data is not accessed or used by Nasstar other than to provide hosting services and any necessary support services.	Sensitive Data - Individuals may share their sensitive personal data or about other users in the form of Content Data which Nasstar employees may have access to in hosting the data or in providing support, but it is not required or requested by Nasstar to perform the services and Nasstar is not the controller of any sensitive data	ServiceNow. Support is managed using ServiceNow (with customer data hosted in London and Amsterdam). Cisco Call Recording. Calls to the Support are recorded using Cisco Call Recording for quality improvement purpose.	ServiceNow provide support for managed services which means that Customer data may be processed in the US, Australia, India and Singapore. Cisco Call Recording. Calls to the Support are recorded using Cisco Call Recording for quality improvement purpose.	User Data and Content Data is hosted in Nasstar UK data centres.

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SecureVault	C	P	N/A	P	P	P	P	P
	Business contact details (e.g. name, job title, company name and business e-mail address/phone number and records of correspondence/marketing) for Nasstar's Customer contact(s) which is used by Nasstar Group for the purpose of sending B2B marketing, billing and customer relationship management purposes.	Contact details for the Customer's admin and related communications and details of any Customer end-users who use the SecureVault service.	N/A	Any information which is hosted on Nasstar infrastructure using Nasstar's SecureVault service - note that Content Data is not accessed or used by Nasstar other than to provide hosting services and any necessary support services.	Sensitive Data - Individuals may share their sensitive personal data or about other users in the form of Content Data which Nasstar employees may have access to in hosting the data or in providing support, but it is not required or requested by Nasstar to perform the services and Nasstar is not the controller of any sensitive data	ServiceNow. Support is managed using ServiceNow (with customer data hosted in London and Amsterdam). Cisco Call Recording. Calls to the Support are recorded using Cisco Call Recording for quality improvement purpose.	ServiceNow provide support for managed services which means that Customer data may be processed in the US, Australia, India and Singapore. Cisco Call Recording. Calls to the Support are recorded using Cisco Call Recording for quality improvement purpose.	User Data and Content Data is hosted in Nasstar UK data centres.
Private Cloud	C	P	N/A	P	P	P	P	P
	Business contact details (e.g. name, job title, company name and business e-mail address/phone number and records of correspondence/marketing) for Nasstar's Customer contact(s) which is used by Nasstar Group for the purpose of sending B2B marketing, billing and customer relationship management purposes.	Contact details for the Customer's admin and related communications and details of any Customer end-users who use the Private Cloud service.	N/A	Any information which is hosted on Nasstar infrastructure using Nasstar's Private Cloud service - note that Content Data is not accessed or used by Nasstar other than to provide hosting services and any necessary support services.	Sensitive Data - Individuals may share their sensitive personal data or about other users in the form of Content Data which Nasstar employees may have access to in hosting the website or in providing support, but it is not required or requested by Nasstar to perform the services and Nasstar is not the controller of any sensitive data	ServiceNow. Support is managed using ServiceNow (with customer data hosted in London and Amsterdam). Cisco Call Recording. Calls to the Support are recorded using Cisco Call Recording for quality improvement purpose.	ServiceNow provide support for managed services which means that Customer data may be processed in the US, Australia, India and Singapore. Cisco Call Recording. Calls to the Support are recorded using Cisco Call Recording for quality improvement purpose.	User Data and Content Data is hosted in Nasstar UK data centres.

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Public Cloud	C	P		P	P	P	P	
	Business contact details (e.g. name, job title, company name and business e-mail address/phone number and records of correspondence/marketing) for Nasstar's Customer contact(s)) which is used by Nasstar Group for the purpose of sending B2B marketing, billing and customer relationship management purposes.	Contact details for the Customer's admin and related communications and details of any Customer end-users who use the Public Cloud service.	N/A	Nasstar would only have access to Content Data in the provision of 1st and 2nd line support (Nasstar public cloud does not host the customer's data on Nasstar infrastructure, this is provided by Microsoft Azure).	Sensitive Data - Individuals may share their sensitive personal data or about other users in the form of Content Data which Nasstar employees may have access to in hosting the website or in providing support, but it is not required or requested by Nasstar to perform the services and Nasstar is not the controller of any sensitive data	ServiceNow. Support is managed using ServiceNow (with customer data hosted in London and Amsterdam). Cisco Call Recording. Calls to the Support are recorded using Cisco Call Recording for quality improvement purpose.	Customer data is hosted using Microsoft Azure cloud infrastructure which means that Customer data may be processed in the United States and other non-EEA countries - Microsoft utilises Standard Contractual Clauses. ServiceNow provide support for managed services which means that Customer data may be processed in the US, Australia, India and Singapore. Cisco Call Recording. Calls to the Support are recorded using Cisco Call Recording for quality improvement purpose.	N/A
Nasstar as a Reseller - Managed Services	C	P	P	P	P	P	P	
	Business contact details (e.g. name, job title, company name and business e-mail address/phone number and records of correspondence/marketing) for Nasstar's Customer contact(s)) which is used by Nasstar Group for the purpose of sending B2B marketing, billing and customer relationship management purposes.	Contact details for the Customer's admin and related communications and details of any Customer end-users who use the Managed Services (including details of any relevant third parties where relevant to an incident)	Any Comms Data which is necessary for Nasstar to provide trouble-shooting services (this would only be in exceptional circumstances).	Any Content Data which is necessary for Nasstar to provide trouble-shooting services e.g. screen-shots or information provided as part of an incident.	Sensitive Data - Individuals may share their sensitive personal data or about other users in the form of Content Data which Nasstar employees may have access to in hosting the website or in providing support, but it is not required or requested by Nasstar to perform the services and Nasstar is not the controller of any sensitive data	ServiceNow. Support is managed using ServiceNow (with customer data hosted in London and Amsterdam). Microsoft applications are used to communicate with customers (e.g. e-mail, Skype/Teams) and some personal data may be contained within these communications. Cisco Call Recording. Calls to the Support are recorded using Cisco Call Recording for quality improvement purpose. Service Partner. When partner services are contracted solely by Nasstar to customer and partner fulfills the services.	Microsoft. Customer data may be processed in the United States and other non-EEA countries - Microsoft utilises Standard Contractual Clauses. ServiceNow provide support for managed services which means that Customer data may be processed in the US, Australia, India and Singapore. Cisco Call Recording. Calls to the Support are recorded using Cisco Call Recording for quality improvement purpose.	Where applicable, Professional Service is provided by working directly in the service partner hosted administrative/partner portals.

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Managed Services, Flexible Support	C	P	P	P	P	P	P	
	Business contact details (e.g. name, job title, company name and business e-mail address/phone number and records of correspondence/marketing) for Nasstar's Customer contact(s) which is used by Nasstar Group for the purpose of sending B2B marketing, billing and customer relationship management purposes.	Contact details for the Customer's admin and related communications and details of any Customer end-users who use the Managed Services (including details of any relevant third parties where relevant to an incident)	Any Comms Data which is necessary for Nasstar to provide trouble-shooting services (this would only be in exceptional circumstances).	Any Content Data which is necessary for Nasstar to provide trouble-shooting services e.g. screen-shots or information provided as part of an incident.	Sensitive Data - Individuals may share their sensitive personal data or about other users in the form of Content Data which Nasstar employees may have access to in hosting the website or in providing support, but it is not required or requested by Nasstar to perform the services and Nasstar is not the controller of any sensitive data	ServiceNow. Support is managed using ServiceNow (with customer data hosted in London and Amsterdam). Microsoft applications are used to communicate with customers (e.g. e-mail, Skype/Teams) and some personal data may be contained within these communications. Cisco Call Recording. Calls to the Support are recorded using Cisco Call Recording for quality improvement purpose.	Microsoft. Customer data may be processed in the United States and other non-EEA countries - Microsoft utilises Standard Contractual Clauses. ServiceNow provide support for managed services which means that Customer data may be processed in the US, Australia, India and Singapore. Cisco Call Recording. Calls to the Support are recorded using Cisco Call Recording for quality improvement purpose.	Where applicable, Professional Service is provided by working directly in the administrative/partner portals.
Co-Location	C	P						P
	Business contact details (e.g. name, job title, company name and business e-mail address/phone number and records of correspondence/marketing) for Nasstar's Customer contact(s) which is used by Nasstar Group for the purpose of sending B2B marketing, billing and customer relationship management purposes.	Contact details for the Customer's admin and related communications.	N/A	N/A	N/A	N/A	N/A	Nasstar's co-location services involve the housing of customer's hardware in Nasstar's premises but without any physical or logical access rights. As such, Nasstar processes very little customer personal data in the provision of co-location services and would only expect to process CRM Data (C)

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Cloud Workspace	C	P	P	P	P	P	P	
	Business contact details (e.g. name, job title, company name and business e-mail address/phone number and records of correspondence/marketing) for Nasstar's Customer contact(s)) which is used by Nasstar Group for the purpose of sending B2B marketing, billing and customer relationship management purposes.	End user account names in format firstname.lastname@business Customer administrators' account log-on in format firstname.lastname@business . Any customer user data which is held in the solution is potentially visible to a Nasstar administrator.	N/A	Any records containing personal data will be hosted on Nasstar Group infrastructure in the UK.	Sensitive Data - Individuals may share their sensitive personal data or about other users in the form of Content Data which Nasstar employees may have access to in hosting the website or in providing support, but it is not required or requested by Nasstar to perform the services and Nasstar is not the controller of any sensitive data	ServiceNow. Support is managed using ServiceNow (with customer data hosted in London and Amsterdam). Cisco Call Recording. Calls to the Support are recorded using Cisco Call Recording for quality improvement purpose.	ServiceNow provide support for managed services which means that Customer data may be processed in the US, Australia, India and Singapore. Cisco Call Recording. Calls to the Support are recorded using Cisco Call Recording for quality improvement purpose.	
Secure E-mail	C	P	P	P	P	P	P	P
	Business contact details (e.g. name, job title, company name and business e-mail address/phone number and records of correspondence/marketing) for Nasstar's Customer contact(s)) which is used by Nasstar Group for the purpose of sending B2B marketing, billing and customer relationship management purposes.	Details of end-users to support end-user retrieval of quarantined messages.	Details of emails sent to / from a given email address are recorded by the SecureMail service. This metadata includes date / time information and is stored within the system to support troubleshooting in the event of issues with the service, or investigation in to network activity. This metadata includes: IP Address, Device ID, Routing Information, Source / Destination IP addresses visited	End-users of the Customer will transmit information over email routinely which may contain personal data (and which Nasstar may have access to in providing Secure E-mail services and support).	Sensitive Data - Individuals may share their sensitive personal data or about other users in the form of Content Data which Nasstar employees may have access to in hosting the website or in providing support, but it is not required or requested by Nasstar to perform the services and Nasstar is not the controller of any sensitive data	ServiceNow. Support is managed using ServiceNow (with customer data hosted in London and Amsterdam). Cisco Call Recording. Calls to the Support are recorded using Cisco Call Recording for quality improvement purpose.	ServiceNow provide support for managed services which means that Customer data may be processed in the US, Australia, India and Singapore. Cisco Call Recording. Calls to the Support are recorded using Cisco Call Recording for quality improvement purpose.	Customer data is hosted in Nasstar Group UK data centres (and other third party data centres in the UK).

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Microsoft Office 365 including Copilot	C	P	P		P	P	P	P
	Business contact details (e.g. name, job title, company name and business e-mail address/phone number and records of correspondence/marketing) for Nasstar's Customer contact(s) which is used by Nasstar Group for the purpose of sending B2B marketing, billing and customer relationship management purposes.	Users Name, Email Address, Tel no, Site location, Job title, User screen shot, Survey responses	Name, Job Title, Email, Phone, Location, Reporting Line, Call Quality, IP Address, MAC address, Microsoft Tenant ID	N/A	Sensitive Data - Individuals may share their sensitive personal data or about other users in the form of Content Data which Nasstar employees may have access to in hosting the website or in providing support, but it is not required or requested by Nasstar to perform the services and Nasstar is not the controller of any sensitive data	ServiceNow. Support is managed using ServiceNow (with customer data hosted in London and Amsterdam). Cisco Call Recording. Calls to the Support are recorded using Cisco Call Recording for quality improvement purpose.	Customer data will be provided to Microsoft in its capacity as vendor which means that Customer data may be processed in the United States and other non-EEA countries - Microsoft utilises Standard Contractual Clauses. ServiceNow provide support for managed services which means that Customer data may be processed in the US, Australia, India and Singapore. Cisco Call Recording. Calls to the Support are recorded using Cisco Call Recording for quality improvement purpose.	Nasstar is a reseller of Microsoft Office 365 products and processes & a limited amount of customer information as the product/service is provided by Microsoft and customer data is hosted on Microsoft infrastructure. Support tickets are managed using ServiceNow.
Hosted Antivirus	C	P		P	P	P	P	
	Business contact details (e.g. name, job title, company name and business e-mail address/phone number and records of correspondence/marketing) for Nasstar's Customer contact(s) which is used by Nasstar Group for the purpose of sending B2B marketing, billing and customer relationship management purposes.	Contact details for the Customer's admin and related communications and details of any Customer end-users who use the Hosted Anti-virus services for the purpose of ensuring application of policies based on individual users/groups of end-users + asset/device information for management purposes (+ may include user name, device name, IP address, MAC address and log of websites visited by end-user where web filtering is enabled).	N/A	To support trouble-shooting (only in exceptional circumstances e.g. screen-shots + remote access for support services).	Sensitive Data - Individuals may share their sensitive personal data or about other users in the form of Content Data which Nasstar employees may have access to in hosting the website or in providing support, but it is not required or requested by Nasstar to perform the services and Nasstar is not the controller of any sensitive data	ServiceNow. Support is managed using ServiceNow (with customer data hosted in London and Amsterdam) Kaspersky. Where an incident with the software cannot be resolved by Nasstar, it may be escalated to Kaspersky. Cisco Call Recording. Calls to the Support are recorded using Cisco Call Recording for quality improvement purpose.	It is possible that personal data provided by the customer in connection with the incident will be shared with Kaspersky in Russia to investigate/resolve the incident. ServiceNow provide support for managed services which means that Customer data may be processed in the US, Australia, India and Singapore. Cisco Call Recording. Calls to the Support are recorded using Cisco Call Recording for quality improvement purpose.	N/A

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EM&S (Enterprise Mobility & Security)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	N/A	N/A	N/A	N/A	N/A	N/A	N/A	No personal data is processed by Nasstar in respect of EM&S as this is a 'grouped product' which is only provided in addition to another Nasstar Product (e.g. MS Office 365). For customers who purchase EM&S, please see the entries for the relevant Nasstar products.
Datto (discontinued) – moved to SecureVault	C	P		P	P	p	p	P
	Business contact details (e.g. name, job title, company name and business e-mail address/phone number and records of correspondence/marketing) for Nasstar's Customer contact(s) which is used by Nasstar Group for the purpose of sending B2B marketing, billing and customer relationship management purposes.	Contact details for the Customer's admin and related communications and details of any Customer end-users who use the Datto services.	N/A	To support trouble-shooting (only in exceptional circumstances e.g. screenshots + remote access for support services). Nasstar's deployment and support teams have the ability to see and access any data held in Datto.	Sensitive Data - Individuals may share their sensitive personal data or about other users in the form of Content Data which Nasstar employees may have access to in hosting the website or in providing support, but it is not required or requested by Nasstar to perform the services and Nasstar is not the controller of any sensitive data	ServiceNow. Support is managed using ServiceNow (with customer data hosted in London and Amsterdam). Datto. May process back-up copies of customer data if customer elects to use Datto back-ups. Cisco Call Recording. Calls to the Support are recorded using Cisco Call Recording for quality improvement purpose.	ServiceNow provide support for managed services which means that Customer data may be processed in the US, Australia, India and Singapore. Cisco Call Recording. Calls to the Support are recorded using Cisco Call Recording for quality improvement purpose.	Datto is a discontinued product and this service will move to Nasstar SecureVault (see above). Note that support service requests are managed using ServiceNow. Software vendor is Datto. Datto software is held on Nasstar infrastructure. No support services are provided by Datto. Datto may store back- ups of Customer data at Datto's EEA data centres depending on whether the customer elects to use Nasstar or Datto infrastructure.

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Veeam Cloud Connect	C	P	P	P	P	P	P	P
	Business contact details (e.g. name, job title, company name and business e-mail address/phone number and records of correspondence/marketing) for Nasstar's Customer contact(s) which is used by Nasstar Group for the purpose of sending B2B marketing, billing and customer relationship management purposes.	Contact details for the Customer's admin and related communications and details of any Customer end-users who use the Veeam Cloud Connect services.	N/A	To support trouble-shooting (only in exceptional circumstances e.g. screen-shots + remote access for support services). Any Content Data is potentially visible to internal administrators but in order to do so Nasstar/s customer would need to request GVI to request Veeam to open the data.	Sensitive Data - Individuals may share their sensitive personal data or about other users in the form of Content Data which Nasstar employees may have access to in hosting the website or in providing support, but it is not required or requested by Nasstar to perform the services and Nasstar is not the controller of any sensitive data	ServiceNow . Support is managed using ServiceNow (with customer data hosted in London and Amsterdam). Veeam . If a customer elects for back-ups of their data to be maintained by Veeam, this will be held in Veeam's EEA data-centres. Cisco Call Recording . Calls to the Support are recorded using Cisco Call Recording for quality improvement purpose.	ServiceNow provide support for managed services which means that Customer data may be processed in the US, Australia, India and Singapore. Cisco Call Recording . Calls to the Support are recorded using Cisco Call Recording for quality improvement purpose.	All Customer data is held on Nasstar Group datacentres in the UK other than back-ups held by Veeam (at the Customer's request/option), which are held in the EEA.
Managed WAN / LAN / Wireless LAN Services	C	P	P	P	C	P	P	
	Business contact details (e.g. name, job title, company name and business e-mail address/phone number and records of correspondence/marketing) for Nasstar's Customer contact(s) which is used by Nasstar Group for the purpose of sending B2B marketing, billing and customer relationship management purposes.	Name, Job Title, Email, Phone, Location, IP Address, MAC address, Ticket History/Log Details	IP Address MAC address Browsing history by MAC/IP address is available to the customer as well as location of these within a building where the LAN is available. Traffic logs – Session information (source/destination IP addresses, MAC addresses, ports, protocols, bytes sent/received) Event logs – System events, admin activity, firmware upgrades Authentication logs – User logins/logouts, RADIUS/LDAP/SAML authentication attempts	The Customer can send any data they wish to over this service and Nasstar Group doesn't control or have visibility of it. Metadata logs and other event logs (not full payloads of traffic) for management analytics and reporting	Nasstar monitor the network for utilisation and packet loss statistics including network devices. No sensitive data	ServiceNow . Support is managed using ServiceNow (with customer data hosted in London and Amsterdam). Autotask . Support/incident management software. Supportworks. Support-incident management software. LogicMonitor . Provider of cloud hosted network performance platform Fortinet, Cisco, Cisco Meraki, HPE Aruba, Draytek, Alcatel Provider of cloud hosted network and application performance platform. Comms365 3rd line support + delivery of SIM cards to customers NetScout . DDOS protection cloud service is used when attack size exceeds capacity of on-prem deployment. Telecoms providers including BT Wholesale, Virgin Media Business, Platform X Communications, Neos	ServiceNow provide support for managed services which means that Customer data may be processed in the US, Australia, India and Singapore. Cisco Call Recording . Calls to the Support are recorded using Cisco Call Recording for quality improvement purpose. Fortinet, Cisco, Cisco Meraki, and Logic Monitor, HPE Aruba, Draytek, Alcatel . Provider of cloud hosted network and application platform may host data in US	N/A
Security Managed Services - Threat Detection and Response Service	C	P	P	P	C	P	P	

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	Business contact details (e.g. name, job title, company name and business e-mail address/phone number and records of correspondence/marketing) for Nasstar's Customer contact(s) which is used by Nasstar Group for the purpose of sending B2B marketing, billing and customer relationship management purposes.	Name, Job Title, Email, Phone, Location, IP Address, MAC address, Ticket History/Log Details	Incidentally accessed when services monitor network traffic or emails.	Incidentally accessed when incident response services are provided.	N/A	Sentinel SIEM. Cloud native SIEM solution NormCyber. Provides security monitoring services, SmartBloc Microsoft Identity. cloud identity services. Microsoft Defender. Integrated security solution Qualys. Vulnerability Scanning. Microsoft O365. Email communication and file storage. ServiceNow. Support is managed using ServiceNow (with customer data hosted in London and Amsterdam) Cisco Call Recording. Calls to the Support are recorded using Cisco Call Recording for quality improvement purpose.	ServiceNow provide support for managed services which means that Customer data may be processed in the US, Australia, India and Singapore. Cisco Call Recording. Calls to the Support are recorded using Cisco Call Recording for quality improvement purpose.	N/A

Nasstar Product/Service	CRM Data (this is the personal data of representatives with whom Nasstar interacts for marketing and customer relationship purposes)	User Data (this is focussed on a customer's end users e.g. their contact details and authentication details, among other things)	Communications Data (this will include a range of traffic and location data that Nasstar will process in order to perform certain services (e.g. number called, date/time, duration of call))	Content Data (this would cover a range of data that is processed in the provision of Nasstar's services but which is created by users – ranging from video, call and email content data)	Other (incl. Sensitive Data)	Authorised Sub-Processors*	Non-EEA Processing of Customer Data by Nasstar as Processor**	Additional Info
Security Managed Services - Nasstar Security Advisor	C	NA	NA	NA	P	NA	NA	C
	Business contact details (e.g. name, job title, company name and business e-mail address/phone number and records of correspondence/marketing) for Nasstar's Customer contact(s) which is used by Nasstar Group for the purpose of sending B2B marketing, billing and customer relationship management purposes.	NA	NA	NA	Professional Service is provided by working within the customer environment and is subject to customer's Information Security and Handling policies.	NA	NA	<p>ServiceNow - used for internal activity tracking</p> <p>Microsoft O365 - emails and file storage for reports generated.</p>

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Managed SD-WAN / Firewall / SD-Branch Services	C	P	P	P	C	P	P	
	Business contact details (e.g. name, job title, company name and business e-mail address/phone number and records of correspondence/marketing) for Nasstar's Customer contact(s) which is used by Nasstar Group for the purpose of sending B2B marketing, billing and customer relationship management purposes.	Name, Job Title, Email, Phone, Location, IP Address, MAC address, Ticket History/Log Details	FortiCloud, Cisco Meraki, Nasstars' Fortiportal - logs metadata and other event logs (not full payloads of traffic) for management analytics and reporting, including: Traffic logs – Session information (source/destination IPs MAC addresses, ports, protocols, bytes sent/received) Event logs – System events, admin activity, firmware upgrades Security logs – (IPS), Antivirus detections, Web filtering activity, Application control events, DLP (Data Loss Prevention) events, Botnet and malicious traffic detection VPN logs – Connection attempts, failures, established sessions Authentication logs – User logins/logouts, RADIUS/LDAP/SAML authentication attempts	The Customer can send any data they wish to over this service and Nasstar Group doesn't control or have visibility of it. Metadata logs and other event logs (not full payloads of traffic) for management analytics and reporting.	Nasstar monitor the network for utilisation and packet loss statistics including network devices. No sensitive data	ServiceNow . Support is managed using ServiceNow (with customer data hosted in London and Amsterdam). Autotask . Support/incident management software. Supportworks. Support-incident management software. LogicMonitor . Provider of cloud hosted network performance platform Fortinet, Cisco Meraki . Provider of cloud hosted network, application and security platform which collects User activity data, network application traffic and security events data Comms365 3rd line support + delivery of SIM cards to customers NetScout . DDOS protection cloud service is used when attack size exceeds capacity of on-prem deployment. Telecoms providers including BT Wholesale, Virgin Media	ServiceNow provide support for managed services which means that Customer data may be processed in the US, Australia, India and Singapore. Cisco Call Recording . Calls to the Support are recorded using Cisco Call Recording for quality improvement purpose. Fortinet, Cisco Meraki, and LogicMonitor . Provider of cloud hosted network, application and security platform may host data in US	N/A

Nasstar Product/Service	CRM Data (this is the personal data of representatives with whom Nasstar interacts for marketing and customer relationship purposes)	User Data (this is focussed on a customer's end users e.g. their contact details and authentication details, among other things)	Communications Data (this will include a range of traffic and location data that Nasstar will process in order to perform certain services (e.g. number called, date/time, duration of call))	Content Data (this would cover a range of data that is processed in the provision of Nasstar's services but which is created by users – ranging from video, call and email content data)	Other (incl. Sensitive Data)	Authorised Sub-Processors*	Non-EEA Processing of Customer Data by Nasstar as Processor**	Additional Info
Nasstar Hosted Voice Services including Teams Direct Routing, Contact	C	P	P	P	P	P	P	P
	Business contact details (e.g. name, job title, company name and business e-mail address/phone number and records of correspondence/marketing) for Nasstar's Customer contact(s) which is used by Nasstar Group for the purpose of sending B2B marketing, billing and customer relationship management purposes.	Customer end-users and admins: personal contact details [name, address, phone number], photos (from customer's active directory), videos, screen/file sharing data, e-mail content data, device IDs (IP/MAC address), location data, caller ID info + emergency contact info (ELIN).	Device IDs (IP/MAC address), location data (for emergency contacts/service/ELIN - subnet and physical address information) and traffic data/routing information and caller ID info;	Any content created by an end user and may include photos, videos, screen/file/video sharing, e-mail content, call recordings, video, photo (from customer's active directory).	Sensitive Data - Individuals may share their sensitive personal data or about other users in the form of Content Data which Nasstar employees may have access to in hosting the website or in providing support, but it is not required or requested by Nasstar to perform the services and Nasstar is not the controller of any sensitive data	Microsoft; Nasstar Group Intra-Group transfers (US, Australia and Malaysia); Enghouse (Contact Centre); Workstream People (Contact Centre); Verint (call-recording); Code/CLOBBR (UC Analytics Product); Nuvias (Hardware support inc Acme SBCs; inc. Siphon Networks); Cisco (Contact Centre); ServiceNow (Support)	Microsoft. (non-EEA processing including US). Nasstar Group may process personal data through its subsidiaries in the US, Australia and Malaysia. Enghouse + Workstream People. US; Verint. North Macedonia, Israel, US, Mexico, Brazil, India, Hong Kong, Indonesia + Australia; Nuvias. (UK, Dubai); Cisco (Contact Centre); ServiceNow (Support)	Microsoft Skype for Business (syncs with Customer's Active Directory (selected fields)) - Processes user data (user/SIP names, numbers, org details, e.g. role/loc) for set up, function and reporting; SBCs, Acme Packets for SFB) - Process user data for call routing; Provide user data for inclusion in call records* (origin/destination numbers, IP addresses, user/SIP names). Contact Centre (Enghouse EICC/CCSP) and Call Recording (Verint Verba) - 3rd party apps hosted on Nasstar servers in the UK. QoE (Microsoft) and UC Analytics used for platform monitoring and analytics. WER (Nasstar Group number management tool) used to enable routing.

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Nasstar Managed Services including Support Services,	C	P	P	P	P	P	P	P
	Business contact details (e.g. name, job title, company name and business e-mail address/phone number and records of correspondence/marketing) for Nasstar's Customer contact(s) which is used by Nasstar Group for the purpose of sending B2B marketing, billing and customer relationship management purposes.	Customer end-users and admins: personal contact details (name, address, phone number), photos (optional for contacts in ServiceNow), videos (may be included with support tickets in ServiceNow), screen/file sharing data (as part of troubleshooting or recordings provided with support tickets), e-mail content data (e-mails may be provided with support tickets), device IDs (IP/MAC address), location data, traffic/routing data, caller ID info, Employee ID (as part of video managed services).	Comms Data may be shared for trouble-shooting/support e.g. screen-shots and log-files & may include device IDs (IP/MAC address), location data, traffic data/routing information, Websites visited (as part of troubleshooting), but is not routinely processed by Nasstar Group for Professional Services.	Any content created by an end user and may include videos, screen/file sharing data, email content data,	Sensitive Data - Individuals may share their sensitive personal data or about other users in the form of Content Data which Nasstar employees may have access to in hosting the website or in providing support, but it is not required or requested by Nasstar to perform the services and Nasstar is not the controller of any sensitive data	Microsoft Azure cloud hosting and applications/services; Nasstar Group Intra-Group transfers (US, Australia and Malaysia); Power Admin LLC PA Monitoring system monitoring tool LastPass customer password repository; Cisco (Contact Centre); ServiceNow (Support) AWS cloud hosting and services	Microsoft (non-EEA processing including US). Nasstar Group may process personal data through its subsidiaries in the US, Australia and Malaysia. LastPass process personal data in the US. ServiceNow provide support for managed services which means that Customer data may be processed in the US, Australia, India and Singapore. Cisco (Contact Centre); ServiceNow (Support)	Support is managed using ServiceNow (London, Amsterdam, US, Australia, India and Singapore). Services are provided using Power Admin LLC PA Monitoring tool (system monitoring tool) and Lastpass (Customer password management tool).
Nasstar Professional Services including consultancy & project/change management	C	P	P	P	P	P	P	P
	Business contact details (e.g. name, job title, company name and business e-mail address/phone number and records of correspondence/marketing) for Nasstar's Customer contact(s) which is used by Nasstar Group for the purpose of sending B2B marketing, billing and customer relationship management purposes.	Customer's staffend-users: contact details (name/address/business e-mail + phone number); video, screen/file sharing, e-mail content, device ID (IP address/MAC address), location data, traffic data/routing info, caller ID info.	Device ID (IP address/MAC address), location data, traffic data/routing info, caller ID info	Any content created by an end user.	Sensitive Data - Individuals may share their sensitive personal data or about other users in the form of Content Data which Nasstar employees may have access to in hosting the website or in providing support, but it is not required or requested by Nasstar to perform the services and Nasstar is not the controller of any sensitive data	Microsoft Azure cloud hosting and applications/services; Nasstar Group Intra-Group transfers (US, Australia and Malaysia); Cisco (Contact Centre); ServiceNow (Support)	Microsoft (non-EEA processing including US). Nasstar Group may process personal data through its subsidiaries in the US, Australia and Malaysia. LastPass process personal data in the US. ServiceNow provide support for managed services which means that Customer data may be processed in the US, Australia, India and Singapore. Cisco (Contact Centre); ServiceNow (Support)	Project data may include some Customer personal data which is processed using the 'Projector' application which is hosted on Nasstar Group data-centres in the UK
Nasstar SaaS including Teamwork Analytics, OneConsultation, OneMeeting & CreateTeam	C	C	P	P	P			

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	Business contact details (e.g. name, job title, company name and business e-mail address/phone number and records of correspondence/marketing) for Nasstar's Customer contact(s) which is used by Nasstar Group for the purpose of sending B2B marketing, billing and customer relationship management purposes.	Customer's end-users: personal contact details (name, address, telephone number etc.), date of birth, videos, SMS/MMS data, screen/file sharing, email content data, device IDs (IP Address/MAC Address), caller ID info, Customer's O365 profile data/credentials, User name/SIP address, public IP address	End-users: location data, caller ID info	End-users: any content created by an end-user and shared through a SaaS service (Nasstar Group will not routinely access this data other than for troubleshooting/support reasons)	Sensitive Data - Individuals may share their sensitive personal data or about other users in the form of Content Data which Nasstar employees may have access to in hosting the website or in providing support, but it is not required or requested by Nasstar to perform the services and Nasstar is not the controller of any sensitive data	Auth0 identity management (EU hosted tenant); IPWhois IP geolocation solution; Microsoft Azure cloud hosting and applications/services; Nasstar Group Intra-Group transfers (US, Australia and Malaysia); Pexip : video bridging manufacturer Twilio : SMS solution SendGrid - email solution; Cisco (Contact Centre); ServiceNow (Support)	IPWhois (servers located globally, non-EEA processing) Microsoft (non-EEA processing including US). Nasstar Group may process personal data through its subsidiaries in the US, Australia and Malaysia. Pexip (EEA); Twilio (US, UK including non-EEA processing); Sendgrid (US, UK, including non-EEA processing); Cisco (Contact Centre); ServiceNow (Support)	N/A
Microsoft Licencing	C							
	Business contact details (e.g. name, job title, company name and business e-mail address/phone number and records of correspondence/marketing) for Nasstar's Customer contact(s) which is used by Nasstar Group for the purpose of sending B2B marketing, billing and customer relationship management purposes.	N/A	N/A	N/A	N/A	Microsoft Azure cloud hosting for CSP Portals. Cloudmore Cloudmore CSP Portal Azure Virtual Desktop	N/A	Microsoft CSP Portals are hosted in the UK/EU/EEA. Microsoft (Azure)-resident application hosted in the EU/EEA.
Nasstar Project Based Professional and Support Service Subprocessors								
						Actiance - Compliance Recording; AGAT - Sphereshield	Actiance - India and US	Nasstar may use this Authorised Sub-Processor to provide products and services to customers.
						AGAT - Sphereshield (Security product)	AGAT - Israel (EU Adequacy Decision)	Nasstar may use this Authorised Sub-Processor to provide products and services to customers.
						Altigen - Contact Centre in the UK and US	Altigen - US	Nasstar may use this Authorised Sub-Processor to provide products and services to customers.
						Arrow - SBC distribution and support	Arrow - APAC	Nasstar may use this Authorised Sub-Processor to provide products and services to customers.

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						Cloud Business - Sharepoint consultancy in the UK	N/A	Nasstar may use this Authorised Sub-Processor to provide products and services to customers.
						Competella - Contact Centre in Sweden, Norway, Denmark and India	Competella - India	Nasstar may use this Authorised Sub-Processor to provide products and services to customers.
						Fastlane - UA Pro Servs in UK & Germany	N/A	Nasstar may use this Authorised Sub-Processor to provide products and services to customers.
						GTT - Sophos network support	GTT - Global including non-EEA countries	Nasstar may use this Authorised Sub-Processor to provide products and services to customers.
						IOMmart - data centres	IOMmart - Global including non-EEA countries	Nasstar may use this Authorised Sub-Processor to provide products and services to customers.
						Kemp - Load Balancers/reverse proxy manufacturer	Kemp - Global including non-EEA countries	Nasstar may use this Authorised Sub-Processor to provide products and services to customers.
						Kinly - AV services in the UK	N/A	Nasstar may use this Authorised Sub-Processor to provide products and services to customers.
						Landis - AttendPro & other Landis apps	Landis - US	Nasstar may use this Authorised Sub-Processor to provide products and services to customers.
						Northamber - Kemp distribution and support in the UK	N/A	Nasstar may use this Authorised Sub-Processor to provide products and services to customers.
						Nuvias - Hardware support inc Acme SBCs including Siphon Networks in the UK, Europe and Dubai	Nuvias - Dubai	Nasstar may use this Authorised Sub-Processor to provide products and services to customers.
						Project Vision - IT network support for Sophos customer	UK	Nasstar may use this Authorised Sub-Processor to provide products and services to customers.
						Point Sharp - Security software (Sweden)	N/A	Nasstar may use this Authorised Sub-Processor to provide products and services to customers.

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						Poly - End-user/room device manufacturer	Poly - Global including non-EEA countries	Nasstar may use this Authorised Sub-Processor to provide products and services to customers.
						Pure-IP - SIP carrier	Pure-IP - Global including non-EEA countries	Nasstar may use this Authorised Sub-Processor to provide products and services to customers.
						Redstor - Backup solutions in the UK	N/A	Nasstar may use this Authorised Sub-Processor to provide products and services to customers.
						SCC AVS - AV services & equipment	UK	
						Screencult - Video production (ACM content)	UK	
						Techland - SBC distribution & support in the UK	N/A	Nasstar may use this Authorised Sub-Processor to provide products and services to customers.
						Tecnom - Audiocodes reseller	Tecnom - Australia	Nasstar may use this Authorised Sub-Processor to provide products and services to customers.
						NinjaOne - Remote monitoring and management (RMM)	NinjaOne - US, UK, EU, Australia	Nasstar may use this Authorised Sub-Processor to provide products and services to customers.

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Microsoft Office 365	C	P	P	N/A	C	P	P	P
	Business contact details (e.g. name, job title, company name and business e-mail address/phone number and records of correspondence/marketing) for Nasstar's Customer contact(s)) which is used by Nasstar Group for the purpose of sending B2B marketing, billing and customer relationship management purposes.	Administrator's name, Job Title, Email, Phone, Location, IP Address, MAC address, Ticket History/Log Details	IP Address MAC address when using NAT, originators private IP address can be obtained	N/A	Nasstar Group monitor the network for utilisation and packet loss statistics including network devices and in so doing could process personal data in the form of device IDs e.g. IP/MAC addresses + call records.	ServiceNow . Support is managed using ServiceNow (with customer data hosted in London and Amsterdam). BT Wholesale - PSTN access circuits, TalkTalk Business - data access circuits, Virgin Media - PSTN access circuits, Vodafone - PSTN access circuits Xtel - on-site engineering services. Cisco Call Recording . Calls to the Support are recorded using Cisco Call Recording for quality improvement purpose.	ServiceNow provide support for managed services which means that Customer data may be processed in the US, Australia, India and Singapore. Cisco Call Recording . Calls to the Support are recorded using Cisco Call Recording for quality improvement purpose.	Support is managed using ServiceNow (London, Amsterdam, US, Australia, India and Singapore) and 'Matilda' for customers in Ireland (hosted on Nasstar Group data centres in the UK). Customer contact details may be shared with third parties for commissioning, decommissioning & support (BT Wholesale - PSTN access circuits, TalkTalk Business - data access circuits, Virgin Media - PSTN access circuits, Vodafone - PSTN access circuits and Xtel - on-site engineering services)

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Nasstar Contact Services including OmniChannel, Inbound, Outbound and Call Recording	C	P	P	P	P & C	P	P	P
	Business contact details (e.g. name, job title, company name and business e-mail address/phone number and records of correspondence/marketing) for Nasstar's Customer contact(s) which is used by Nasstar Group for the purpose of sending B2B marketing, billing and customer relationship management purposes.	Name, Job Title, Email, Phone, Location, Reporting Line, Call Quality, IP Address, MAC address, Call History/Log Details, Agent Profile & Skills, Hold location data and map address for emergency/number contact. The Contact Centre Software is set to a Fixed IP Address range for security which means that Nasstar have an IP address range and device type (in some cases).	Name, Job Title, Email, Phone, Location, Reporting Line, Call Quality, IP Address, MAC address, Call History/Log Details, Agent Skills, Hold location data and map address for emergency/number contact. Agent interaction times and functions recorded against activity;	Interaction data i.e. records of interactions between Customer's staff and other individuals using the contact Centre (Max Contact) product including IM, call recording, video recording and screen recording.	Network monitoring/routing info for the purpose of monitoring the Nasstar contact center serve (C) Sensitive Data - Individuals may share their sensitive personal data or about other users in the form of Content Data which Nasstar employees may have access to in hosting the website or in providing support, but it is not required or requested by Nasstar to perform the services and Nasstar is not the controller of any sensitive data (P).	ServiceNow. Support is managed using ServiceNow (with customer data hosted in London and Amsterdam). Max Contact Limited - support and hosting in the UK Cisco Call Recording. Calls to the Support are recorded using Cisco Call Recording for quality improvement purpose.	Microsoft (non-EEA) It is possible that support may be required from Microsoft and that Customer data in respect of a support request is processed by Microsoft outside the EEA including the US. Microsoft utilises Standard Contractual Clauses for non-EEA processing. ServiceNow provide support for managed services which means that Customer data may be processed in the US, Australia, India and Singapore. Cisco Call Recording. Calls to the Support are recorded using Cisco Call Recording for quality improvement purpose.	All Customer data is processed by Nasstar Group members using Nasstar Group data centres in the UK and Microsoft Azure data centres in the UK region operated by Max Contact Limited for Nasstar Group. 3rd line support is provided by Max Contact limited in the UK.
Smart Messenger including SMS, Smart Chat, Smart Vouchers	C	P	P	P	P	P	P	P
	Business contact details (e.g. name, job title, company name and business e-mail address/phone number and records of correspondence/marketing) for Nasstar's Customer contact(s) which is used by Nasstar Group for the purpose of sending B2B marketing, billing and customer relationship management purposes.	End-users of Nasstar customers + customer admins + third parties (e.g. callers/called parties). For end users: name and e-mail address, MD5 hashed password and photo;	Recipients mobile number, IP Address is logged for API connections, MAC and device ID if available, Message routing information, Recipient message History/Log Details;	Any content created by the Customer and used as part of the Smart Messenger service (e.g. messages, coupons, surveys etc.)	Sensitive Data - Individuals may share their sensitive personal data or about other users in the form of Content Data which Nasstar employees may have access to in hosting the website or in providing support, but it is not required or requested by Nasstar to perform the services and Nasstar is not the controller of any sensitive data	ServiceNow. Support is managed using ServiceNow (with customer data hosted in London and Amsterdam). Sinch UK Limited - route/parse messages to networks Cisco Call Recording. Calls to the Support are recorded using Cisco Call Recording for quality improvement purpose.	ServiceNow provide support for managed services which means that Customer data may be processed in the US, Australia, India and Singapore. Cisco Call Recording. Calls to the Support are recorded using Cisco Call Recording for quality improvement purpose.	All Customer data is processed by Nasstar Group members using Nasstar Group data centres in the UK.
Mobile Self Service including Docs Delivered, Nasstar Identity and Full Voice Self Service	C	P	P	P	P	P		P

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	Business contact details (e.g. name, job title, company name and business e-mail address/phone number and records of correspondence/marketing) for Nasstar's Customer contact(s) which is used by Nasstar Group for the purpose of sending B2B marketing, billing and customer relationship management purposes.	Contact details for the Customer's admin and related communications and details of any Customer end-users who use Mobile Self Service including Name, Email address, MD5 Hashed password, photo	Recipients mobile number, IP Address is logged for API connections, MAC and device ID if available, Message routing information, Recipient message History/Log Details	Message/document content	Sensitive Data - Individuals may share their sensitive personal data or about other users in the form of Content Data which Nasstar employees may have access to in hosting the website or in providing support, but it is not required or requested by Nasstar to perform the services and Nasstar is not the controller of any sensitive data	ServiceNow. Support is managed using ServiceNow (with customer data hosted in London and Amsterdam). Xtreme Internet Solutions BVBA (t/a Coupon Tools) - powers 'Docs Delivered' platform Sinch UK Limited - route/parse messages to networks Cisco Call Recording. Calls to the Support are recorded using Cisco Call Recording for quality improvement purpose.	ServiceNow provide support for managed services which means that Customer data may be processed in the US, Australia, India and Singapore. Cisco Call Recording. Calls to the Support are recorded using Cisco Call Recording for quality improvement purpose.	Mobile Self Service are derivative products of Nasstar Talk. Mobile Self Service is integrated through APIs with Smart Messenger (see above). Docs Delivered uses a platform provided by Xtreme Internet Solutions BVBA in Belgium t/a Coupon Tools. Any SMS messages are sent via mobile network operators (e.g. EE, Vodafone, and O2) using an SMSC aggregator (Sinch/CLX Communications). Voice products (e.g. Nasstar Identity and Voice Self-Service) are further described in Nasstar Talk (see below).
Nasstar Talk including TalkTeams, TalkLive, CloudIVR and Talk	C	P	P	P	P	P	P	P
	Business contact details (e.g. name, job title, company name and business e-mail address/phone number and records of correspondence/marketing) for Nasstar's Customer contact(s) which is used by Nasstar Group for the purpose of sending B2B marketing, billing and customer relationship management purposes.	Contact details for the Customer's admin and related communications and details of any Customer end-users who use the Nasstar Contact services including Name, Job Title, TEAMS details, Phone, Reporting Line, Call Quality, IP Address, MAC address, Call History/Log Details,	IP Address, MAC address, Call History/Log Details - caller/called party data and video recording and screen recording meta-data	Interactions between individuals who use Nasstar Talk Services including IM, MS TEAMS calls, video recording and screen recording.	Sensitive Data - Individuals may share their sensitive personal data or about other users in the form of Content Data which Nasstar employees may have access to in hosting the website or in providing support, but it is not required or requested by Nasstar to perform the services and Nasstar is not the controller of any sensitive data	ServiceNow. Support is managed using ServiceNow (with customer data hosted in London and Amsterdam). Boom Limited - data centres in UK and Netherlands & support services. Cisco Call Recording. Calls to the Support are recorded using Cisco Call Recording for quality improvement purpose.	ServiceNow provide support for managed services which means that Customer data may be processed in the US, Australia, India and Singapore. Cisco Call Recording. Calls to the Support are recorded using Cisco Call Recording for quality improvement purpose.	Customer data is hosted at Boom Limited's data-centres in the UK and the Netherlands and Level 3 and Level 4 support is provided by Boom Limited.
PCI – Nasstar AgentPay, SecureContract, VoicePay	C					P	P	

Nasstar Product/Service	CRM Data (this is the personal data of representatives with whom Nasstar interacts for marketing and customer relationship purposes)	User Data (this is focussed on a customer's end users e.g. their contact details and authentication details, among other things)	Communications Data (this will include a range of traffic and location data that Nasstar will process in order to perform certain services (e.g. number called, date/time, duration of call))	Content Data (this would cover a range of data that is processed in the provision of Nasstar's services but which is created by users – ranging from video, call and email content data)	Other (incl. Sensitive Data)	Authorised Sub-Processors*	Non-EEA Processing of Customer Data by Nasstar as Processor**	Additional Info
	Business contact details (e.g. name, job title, company name and business e-mail address/phone number and records of correspondence/marketing) for Nasstar's Customer contact(s) which is used by Nasstar Group for the purpose of sending B2B marketing, billing and customer relationship management purposes.	No personal data is processed through these Nasstar solutions and payment card data is parsed to the Customer's PSP - any end-user data processed by Nasstar would be processed through other Nasstar solutions e.g. Nasstar Talk or Nasstar Contact Centre	No personal data is processed through these Nasstar solutions and payment card data is passed to the Customer's PSP.	No personal data is processed through these Nasstar solutions and payment card data is parsed to the Customer's PSP.	No personal data is processed through these Nasstar solutions and payment card data is parsed to the Customer's PSP.	ServiceNow. Support is managed using ServiceNow (with customer data hosted in London and Amsterdam). Aeriandi Ltd (SPEIK). PCI compliant products and data-centres in the UK (for AgentPay & VoicePay). Computer & Communications Co. Limited (C3). PCI compliant products and data-centres in the UK (for SecureContract & AutoPay). Cisco Call Recording. Calls to the Support are recorded using Cisco Call Recording for quality improvement purpose.	ServiceNow provide support for managed services which means that Customer data may be processed in the US, Australia, India and Singapore. Cisco Call Recording. Calls to the Support are recorded using Cisco Call Recording for quality improvement purpose.	Any payment card data is processed through SPEIK or C3 products and data-centres in the UK - Nasstar has no access to or visibility of payment card data held in SPEIK or C3 servers.
PCI - Nasstar WebPay	C	P	P	P	P	P	P	P
	Business contact details (e.g. name, job title, company name and business e-mail address/phone number and records of correspondence/marketing) for Nasstar's Customer contact(s) which is used by Nasstar Group for the purpose of sending B2B marketing, billing and customer relationship management purposes.	End-users of Nasstar customers - IP address	End-users of Nasstar customers - Chat content (e.g. would include time-stamps/data-stamps)	End-users of Nasstar customers - any Chat content (e.g. messages/conversations)	Sensitive Data - Individuals may share their sensitive personal data or about other users in the form of Content Data which Nasstar employees may have access to in hosting the website or in providing support, but it is not required or requested by Nasstar to perform the services and Nasstar is not the controller of any sensitive data	ServiceNow. Support is managed using ServiceNow (with customer data hosted in London and Amsterdam). Converse360 - chatbot software & support Aeriandi Ltd (SPEIK). PCI compliant products and data-centres in the UK (for AgentPay & VoicePay). Cisco Call Recording. Calls to the Support are recorded using Cisco Call Recording for quality improvement purpose.	ServiceNow provide support for managed services which means that Customer data may be processed in the US, Australia, India and Singapore. Cisco Call Recording. Calls to the Support are recorded using Cisco Call Recording for quality improvement purpose.	Chatbot uses Converse 360 software and data-centres in the UK and PCI sessions use SPEIK software and PCI-DSS compliant data-centres in the UK (PCI card data is parsed to the Customer's PSP and is not processed by Nasstar - Nasstar has no access to or visibility of payment card data held in SPEIK servers).

Nasstar Product/Service	CRM Data (this is the personal data of representatives with whom Nasstar interacts for marketing and customer relationship purposes)	User Data (this is focussed on a customer's end users e.g. their contact details and authentication details, among other things)	Communications Data (this will include a range of traffic and location data that Nasstar will process in order to perform certain services (e.g. number called, date/time, duration of call))	Content Data (this would cover a range of data that is processed in the provision of Nasstar's services but which is created by users – ranging from video, call and email content data)	Other (incl. Sensitive Data)	Authorised Sub-Processors*	Non-EEA Processing of Customer Data by Nasstar as Processor**	Additional Info
Nasstar Routing (WER)	C	P	P		C	P		P
	Business contact details (e.g. name, job title, company name and business e-mail address/phone number and records of correspondence/marketing) for Nasstar's Customer contact(s)) which is used by Nasstar Group for the purpose of sending B2B marketing, billing and customer relationship management purposes.	Contact details for the Customer's admin + emergency contact and related communications + details of any end-users (e.g. caller/called number)	Phone numbers allocated to Nasstar customer, routing information that is allocated to each of the Nasstar's customers allocated numbers, CLI data if specific routing or blocking is required, third party data e.g. Caller ID	N/A	Disclosure of Customer's emergency contract may be made to emergency services where there is a silent or abandoned call - customer emergency contact details would be provided if requested for this purpose.	ServiceNow. Support is managed using ServiceNow (with customer data hosted in London and Amsterdam). Shout Telecom - support services Cisco Call Recording. Calls to the Support are recorded using Cisco Call Recording for quality improvement purpose.	ServiceNow provide support for managed services which means that Customer data may be processed in the US, Australia, India and Singapore. Cisco Call Recording. Calls to the Support are recorded using Cisco Call Recording for quality improvement purpose.	Customer data is held on Nasstar datacentres in the UK and Shout Telecom datacentres in the UK.

Nasstar Product/Service	CRM Data (this is the personal data of representatives with whom Nasstar interacts for marketing and customer relationship purposes)	User Data (this is focussed on a customer's end users e.g. their contact details and authentication details, among other things)	Communications Data (this will include a range of traffic and location data that Nasstar will process in order to perform certain services (e.g. number called, date/time, duration of call))	Content Data (this would cover a range of data that is processed in the provision of Nasstar's services but which is created by users – ranging from video, call and email content data)	Other (incl. Sensitive Data)	Authorised Sub-Processors*	Non-EEA Processing of Customer Data by Nasstar as Processor**	Additional Info
Internet Access (including broadband services, Direct Internet Access, Internet Breakout and Internet Connect)	C	P	P		C & P	P	P	P
	Business contact details (e.g. name, job title, company name and business e-mail address/phone number and records of correspondence/marketing) for Nasstar's Customer contact(s) which is used by Nasstar Group for the purpose of sending B2B marketing, billing and customer relationship management purposes.	Contact details for the Customer's admin and related communications	Data usage (CDRs) IP Address is stored for remote management and support. Data routing information, Usage History / Log Details;	N/A	CPE IP address is used for status monitoring (C) and remote support and management (P). No sensitive data.	Telecoms providers including BT Wholesale, Virgin Media Business, Platform X Communications, Neos Networks, ITS Technology Group, CityFibre and KCOM. ServiceNow . Support is managed using ServiceNow (with customer data hosted in London and Amsterdam). Autotask . Support management (UK & EEA). Comms365 . CPE management portal, 3rd line support + delivery of SIM cards to customers NetScout . DDOS protection cloud service is used when attack size exceeds capacity of on-prem deployment. Sphere Global . Ordering 3rd party access circuits for connectivity products. LogicMonitor . Provider of cloud hosted network performance platform. Cisco Call Recording . Calls to the Support are recorded.	ServiceNow provide support for managed services which means that Customer data may be processed in the US, Australia, India and Singapore. Cisco Call Recording . Calls to the Support are recorded using Cisco Call Recording for quality improvement purpose.	Support is managed through Autotask (UK & EEA) and ServiceNow (London, Amsterdam, US, Australia, India and Singapore) & ServiceNow (London, Amsterdam, US, Australia, India and Singapore).

Nasstar Product/Service	CRM Data (this is the personal data of representatives with whom Nasstar interacts for marketing and customer relationship purposes)	User Data (this is focussed on a customer's end users e.g. their contact details and authentication details, among other things)	Communications Data (this will include a range of traffic and location data that Nasstar will process in order to perform certain services (e.g. number called, date/time, duration of call))	Content Data (this would cover a range of data that is processed in the provision of Nasstar's services but which is created by users – ranging from video, call and email content data)	Other (incl. Sensitive Data)	Authorised Sub-Processors*	Non-EEA Processing of Customer Data by Nasstar as Processor**	Additional Info
Mobile Services (including SIMs, Rapid Network Development)	C	P	P		C & P	P	P	P
	Business contact details (e.g. name, job title, company name and business e-mail address/phone number and records of correspondence/marketing) for Nasstar's Customer contact(s) which is used by Nasstar Group for the purpose of sending B2B marketing, billing and customer relationship management purposes.	Contact details for the Customer's admin and related communications	IP Address is stored for remote management and support.	N/A	IP address is used for status monitoring (C) and remote support and management (P). No sensitive data.	ServiceNow. Support is managed using ServiceNow (with customer data hosted in London and Amsterdam). LogicMonitor. Provider of cloud hosted network performance platform. Autotask. Support management (UK & EEA). Comms365 - CPE management portal, 3rd line support + delivery of SIM cards to customers Cisco Call Recording. Calls to the Support are recorded using Cisco Call Recording for quality improvement purpose.	ServiceNow provide support for managed services which means that Customer data may be processed in the US, Australia, India and Singapore. Cisco Call Recording. Calls to the Support are recorded using Cisco Call Recording for quality improvement purpose.	Support is managed through Autotask (UK & EEA) and ServiceNow (London, Amsterdam, US, Australia, India and Singapore) & ServiceNow (London, Amsterdam, US, Australia, India and Singapore).
Professional Services - Systems Development and Implementation Services, Security Assessments, Infrastructure Review Assessments, Bespoke Assessments, AI Solutions, Cloud Solutions and Data Solutions	C	NA	NA	NA	P	NA	NA	NA
	Business contact details (e.g. name, job title, company name and business e-mail address/phone number and records of correspondence/marketing) for Nasstar's Customer contact(s) which is used by Nasstar Group for the purpose of sending B2B marketing, billing and customer relationship management purposes.	NA	NA	NA	Professional Service is provided by working within the customer environment and is subject to customer's Information Security and Handling policies.	NA	NA	
Inbound Telephony Service	C	P	P	P	P			S

Nasstar Product/Service	CRM Data (this is the personal data of representatives with whom Nasstar interacts for marketing and customer relationship purposes)	User Data (this is focussed on a customer's end users e.g. their contact details and authentication details, among other things)	Communications Data (this will include a range of traffic and location data that Nasstar will process in order to perform certain services (e.g. number called, date/time, duration of call))	Content Data (this would cover a range of data that is processed in the provision of Nasstar's services but which is created by users – ranging from video, call and email content data)	Other (incl. Sensitive Data)	Authorised Sub-Processors*	Non-EEA Processing of Customer Data by Nasstar as Processor**	Additional Info
	Business contact details (e.g. name, job title, company name and business e-mail address/phone number and records of correspondence/marketing) for Nasstar's Customer contact(s) which is used by Nasstar Group for the purpose of sending B2B marketing, billing and customer relationship management purposes.	Contact details for the Customer's admin and related communications and details of any Customer end-users who use the Inbound Telephony Service (including end user telephone number).	Call history/log details - caller/called party data.	Interaction data i.e. records of interactions between Customer's staff and other individuals using the Service including call recordings for those Customers who use the Service's call recording facilities.	Data may include sensitive data in the form of Content Data which Nasstar employees may have access to in providing support, but it is not required or requested by Nasstar to perform the Services and Nasstar is not the controller of any sensitive data.	European Computer Telecoms (ECT) provide third line support for the platform.		
Inbound Voice Services via the Advance Services Platform	C	P	P	P	P			
	Business contact details (e.g. name, job title, company name and business e-mail address/phone number and records of correspondence/marketing) for Nasstar's Customer contact(s) which is used by Nasstar Group for the purpose of sending B2B marketing, billing and customer relationship management purposes.	Contact details for the Customer's admin and related communications and details of any end-users who use or deal with the Service provided by Nasstar to the Customer (including end user telephone number).	Call history/log details - caller/called party data - and similar records for faxes.	Interactions between individuals who use the Service including call recordings and voicemail messages for those Customers who use the Service's call recording and voicemail facilities. Inbound and outbound fax is also used.	Data sent across the Advanced Services Platform may include sensitive data in the form of Content Data which Nasstar employees may have access to in providing support, but it is not required or requested by Nasstar to perform the Services and Nasstar is not the controller of any sensitive data.	Telsis and Shout provide 4th line support for some elements of the Myriad platform that these Services relate to.		

Nasstar Product/Service	CRM Data (this is the personal data of representatives with whom Nasstar interacts for marketing and customer relationship purposes)	User Data (this is focussed on a customer's end users e.g. their contact details and authentication details, among other things)	Communications Data (this will include a range of traffic and location data that Nasstar will process in order to perform certain services (e.g. number called, date/time, duration of call))	Content Data (this would cover a range of data that is processed in the provision of Nasstar's services but which is created by users – ranging from video, call and email content data)	Other (incl. Sensitive Data)	Authorised Sub-Processors*	Non-EEA Processing of Customer Data by Nasstar as Processor**	Additional Info
Inbound Voice (Reseller)	C	P	P	P	P			
	Business contact details (e.g. name, job title, company name and business e-mail address/phone number and records of correspondence/marketing) for Nasstar's Customer contact(s) which is used by Nasstar Group for the purpose of sending B2B marketing, billing and customer relationship management purposes.	Contact details for the Customer's admin and related communications and details of any end-users who use or deal with the Service provided by Nasstar to the Customer (including end user telephone number).	Call history/log details - caller/called party data.	Interactions between individuals who use the Service including call recordings for those Customers who use the Service's call recording facilities.	Data may include sensitive data in the form of Content Data which Nasstar employees may have access to in providing support, but it is not required or requested by Nasstar to perform the Services and Nasstar is not the controller of any sensitive data.	ECT provide third line support for the platform.		
SIP Trunking Services	C	P	P	P	P			
	Business contact details (e.g. name, job title, company name and business e-mail address/phone number and records of correspondence/marketing) for Nasstar's Customer contact(s) which is used by Nasstar Group for the purpose of sending B2B marketing, billing and customer relationship management purposes.	Contact details for the Customer's admin and related communications and details of any Customer end-users who use the Service.	MAC address or IP address, call history/log details	N/A	N/A	Microsoft (Metaswitch) - Access to call logs , IP address for 3rd line diagnostic purposes,		

Nasstar Product/Service	CRM Data (this is the personal data of representatives with whom Nasstar interacts for marketing and customer relationship purposes)	User Data (this is focussed on a customer's end users e.g. their contact details and authentication details, among other things)	Communications Data (this will include a range of traffic and location data that Nasstar will process in order to perform certain services (e.g. number called, date/time, duration of call))	Content Data (this would cover a range of data that is processed in the provision of Nasstar's services but which is created by users – ranging from video, call and email content data)	Other (incl. Sensitive Data)	Authorised Sub-Processors*	Non-EEA Processing of Customer Data by Nasstar as Processor**	Additional Info
SIP Trunking Services (Reseller)	C	P	P	P	P			
	Business contact details (e.g. name, job title, company name and business e-mail address/phone number and records of correspondence/marketing) for Nasstar's Customer contact(s) which is used by Nasstar Group for the purpose of sending B2B marketing, billing and customer relationship management purposes.	Contact details for the Customer's admin and related communications and details of any end-users who use or deal with the Service provided by Nasstar to the Customer.	MAC address or IP address, call history/log details	N/A	N/A	Microsoft (Metaswitch) - Access to call logs , IP address for 3rd line diagnostic purposes,		
SmartComms UC Service	C	P	P	P	P			
	Business contact details (e.g. name, job title, company name and business e-mail address/phone number and records of correspondence/marketing) for Nasstar's Customer contact(s) which is used by Nasstar Group for the purpose of sending B2B marketing, billing and customer relationship management purposes.	Contact details for the Customer's admin and related communications and details of Customer end-users and admins who use the Service including: Login/User ID, personal contact details (name, address, phone number, email address), calendar information, location data, usage details of communications (video/audio/messaging), call history/log details, videos, screen/file sharing data, IM content data, email content data, device IDs (IP/MAC address).	Device IDs (IP/MAC address), location data (for emergency contacts/service/ELIN - subnet and physical address information) and traffic data/routing information (e.g. communication start & end time, user details (identifying from & to users), caller ID info, call details including From and To telephone numbers, technical details relating to technical quality of the communication).	Any content created by an end user and may include audio and video recordings, IM content and email content. Voice recordings are encrypted and can only be accessed by authorised users	Data may include sensitive data in the form of Content Data which Nasstar employees may have access to in providing support, but it is not required or requested by Nasstar to perform the Services and Nasstar is not the controller of any sensitive data.	BT Wholesale Wholesale carrier of access circuits. wholesale portal business zone and business portal Toiring - call logs with associated user info at company , site and user level		

Nasstar Product/Service	CRM Data (this is the personal data of representatives with whom Nasstar interacts for marketing and customer relationship purposes)	User Data (this is focussed on a customer's end users e.g. their contact details and authentication details, among other things)	Communications Data (this will include a range of traffic and location data that Nasstar will process in order to perform certain services (e.g. number called, date/time, duration of call))	Content Data (this would cover a range of data that is processed in the provision of Nasstar's services but which is created by users – ranging from video, call and email content data)	Other (incl. Sensitive Data)	Authorised Sub-Processors*	Non-EEA Processing of Customer Data by Nasstar as Processor**	Additional Info
SmartComms UC Service (Partner & Reseller)	C	P	P	P	P			
	Business contact details (e.g. name, job title, company name and business e-mail address/phone number and records of correspondence/marketing) for Nasstar's Customer contact(s) which is used by Nasstar Group for the purpose of sending B2B marketing, billing and customer relationship management purposes.	Contact details for the Customer's admin and related communications and details of end-users and admins who use the Service (including staff of the End User Customer) including: Login/User ID, personal contact details (name, address, phone number, email address), calendar information, location data, usage details of communications (video/audio/messaging), call history/log details, videos, screen/file sharing data, IM content data, email content data, device IDs (IP/MAC address).	Device IDs (IP/MAC address), location data (for emergency contacts/service/ELIN - subnet and physical address information) and traffic data/routing information (e.g. communication start & end time, user details (identifying from & to users), caller ID info, call details including From and To telephone numbers, technical details relating to technical quality of the communication).	Any content created by an end-user and may include audio and video recordings, IM content and email content. Voice recordings are encrypted and can only be accessed by authorised users	Data may include sensitive data in the form of Content Data which Nasstar employees may have access to in providing support, but it is not required or requested by Nasstar to perform the Services and Nasstar is not the controller of any sensitive data.	BT Wholesale Wholesale carrier of access circuits. wholesale portal business zone and business portal Tolring - call logs with associated user info at company, site and user level		
Signalling Presentation	C	P	P	P	P			
	Business contact details (e.g. name, job title, company name and business e-mail address/phone number and records of correspondence/marketing) for Nasstar's Customer contact(s) which is used by Nasstar Group for the purpose of sending B2B marketing, billing and customer relationship management purposes.	Contact details for the Customer's admin and related communications and details of any Customer end-users who use the Service.	Call history/log details - caller/called party data.	N/A	N/A			This Service is always sold / associated with another voice product (either Inbound or SIP or both). The data processing characteristics will be the same as the main product

Nasstar Product/Service	CRM Data (this is the personal data of representatives with whom Nasstar interacts for marketing and customer relationship purposes)	User Data (this is focussed on a customer's end users e.g. their contact details and authentication details, among other things)	Communications Data (this will include a range of traffic and location data that Nasstar will process in order to perform certain services (e.g. number called, date/time, duration of call))	Content Data (this would cover a range of data that is processed in the provision of Nasstar's services but which is created by users – ranging from video, call and email content data)	Other (incl. Sensitive Data)	Authorised Sub-Processors*	Non-EEA Processing of Customer Data by Nasstar as Processor**	Additional Info
Point to point Leased Line, Ethernet and Optical Layer 2 Services	C	P	P	P	P			
	Business contact details (e.g. name, job title, company name and business e-mail address/phone number and records of correspondence/marketing) for Nasstar's Customer contact(s) which is used by Nasstar Group for the purpose of sending B2B marketing, billing and customer relationship management purposes.	Name, Job Title, Email, Phone, Location, IP Address, MAC address, Ticket History/Log Details	IP Address MAC address	N/A	N/A	Telecoms providers including BT Wholesale, Virgin Media Business, Platform X Communications, Neos Networks, ITS Technology Group, CityFibre and KCOM. Sphere Global. Ordering 3rd party access circuits for connectivity products. Xtel, Infradata + Commscare. Onsite engineering services.	ServiceNow provide support for managed services which means that Customer data may be processed in the US, Australia, India and Singapore. Cisco Call Recording. Calls to the Support are recorded using Cisco Call Recording for quality improvement purpose.	
Managed Hosting Services	C	P	P	P	P			
	Business contact details (e.g. name, job title, company name and business e-mail address/phone number and records of correspondence/marketing) for Nasstar's Customer contact(s) which is used by Nasstar Group for the purpose of sending B2B marketing, billing and customer relationship management purposes.	Contact details for the Customer's admin and related communications and details of any Customer end-users who use the Service.	N/A	Any information which is hosted on Nasstar infrastructure using Nasstar's Managed Hosting Services - note that Content Data is not accessed or used by Nasstar other than to provide hosting services and any necessary support services.	Sensitive Data - Individuals may share their sensitive personal data or about other users in the form of Content Data which Nasstar employees may have access to in hosting the data or in providing support, but it is not required or requested by Nasstar to perform the services and Nasstar is not the controller of any sensitive data.	Abiquo Microsoft applications are used to communicate with customers (e.g. e-mail, Skype/Teams) and some personal data may be contained within these communications. Netapp		

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Wide Area Networks, MPLS, Private Broadband and Network Connect	C	P	P	P	P			
	Business contact details (e.g. name, job title, company name and business e-mail address/phone number and records of correspondence/marketing) for Nasstar's Customer contact(s) which is used by Nasstar Group for the purpose of sending B2B marketing, billing and customer relationship management purposes.	Name, Job Title, Email, Phone, Location, IP Address, MAC address, Ticket History/Log Details	IP Address MAC address CLI/telephone number (ADSL monitoring)	N/A	Nasstar monitor the network for utilisation and packet loss statistics including network devices. No sensitive data	Telecoms providers including BT Wholesale, Virgin Media Business, Platform X Communications, Neos Networks, ITS Technology Group, CityFibre and KCOM. ServiceNow. Support is managed using ServiceNow (with customer data hosted in London and Amsterdam). Autotask. Support management (UK & EEA). NetScout. DDOS protection cloud service is used when attack size exceeds capacity of on-prem deployment. Sphere Global. Ordering 3rd party access circuits for connectivity products. LogicMonitor. Provider of cloud hosted network performance platform. Cisco Call Recording. Calls to the Support are recorded using Cisco Call Recording for quality improvement purpose. Xtel, Infradata + Commscare. Onsite engineering services	ServiceNow provide support for managed services which means that Customer data may be processed in the US, Australia, India and Singapore. Cisco Call Recording. Calls to the Support are recorded using Cisco Call Recording for quality improvement purpose.	
Cloud Connect	C	P	P	P	P			
	Business contact details (e.g. name, job title, company name and business e-mail address/phone number and records of correspondence/marketing) for Nasstar's Customer contact(s) which is used by Nasstar Group for the purpose of sending B2B marketing, billing and customer relationship management purposes.	Contact details for the Customer's admin and related communications.	IP Address MAC address	N/A	Nasstar monitor the network for statistics including network devices. No sensitive data	Megaport. Connectivity from Nasstar to cloud service provider points of interconnect Sphere Global. Ordering 3rd party access circuits for connectivity products. LogicMonitor. Provider of cloud hosted network performance platform. Cisco Call Recording. Calls to the Support are recorded using Cisco Call Recording for quality improvement purpose.	ServiceNow provide support for managed services which means that Customer data may be processed in the US, Australia, India and Singapore. Cisco Call Recording. Calls to the Support are recorded using Cisco Call Recording for quality improvement purpose.	