

List of Sub-Processors

This list of sub-processors is subject to any restriction on international transfers that you may have agreed in your contract with Onecom.

04 October 2024

No.	Company Name	Description	Applicable Services	Location of Processing
1	2 Circles Communication Ltd T/A SCG	Provider of inbound number services	Inbound number services	UK
2	3CX Software DMCC	Provider of the 3CX phone system for resale	3CX phone system	UK & EEA
3	4 Connections UK Ltd	Provider of professional voice recordings for telephony systems for resale	Professional voice recordings for telephony systems	UK
4	8x8 UK Limited	Provider of the 8x8 UCaaS and CCaaS service for resale	8x8 UCaaS and CCaaS	UK & USA
5	Ability IT Services Ltd	Provider of IT managed desktop support services	IT managed services	UK
6	Abzorb Systems Ltd	Reseller of Vodafone and O2 connectivity	Mobile (Onecom billed)	UK & EEA

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7	Akixi Limited	Provider of wallboard and reporting services used in conjunction with Horizon, Vox and Evolve IP telephony services.	Akixi wallboard and reporting application	UK
8	Atera Networks Ltd	Device management software for remote support	IT managed services	UK, EU & USA
9	advoCX (trading name of Simi Salome Ltd)	Configuration assistance for end users of Zendesk services	Professional Services for Zendesk implementation	UK
10	ASC UK Technologies Ltd / ASC Technologies AG	A cloud-based service for recording, analysing or evaluating corporate communication in connection with Microsoft Teams	ACS call recording	UK & EEA
11	Bamboo Technology Group Ltd	Reseller of O2 connectivity	Mobile (Onecom billed)	UK & EEA
12	Bottomline Technologies Limited	Collecting direct debits and sending payments to BACS	All	UK & EEA
13	BNP Paribas Leasing Solutions Limited	Financial Leasing provider	Equipment leasing	UK and countries subject to an adequacy decision
14	Commscare Group Limited	Engineering resource services for IT and telephony	Engineering services for IT and telephony	UK
15	Comms Express Ltd	Equipment repair services	Equipment	UK & EEA
16	ConnectWise Ltd / ConnectWise, LLC	CRM software	All	UK

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17	Cellhire Limited	International data SIMs, and reseller of Vodafone, EE and O2 connections	Mobile (Onecom billed)	UK
18	CityFibre Limited	Provider of Fibre connectivity services	Fibre ethernet connectivity	UK
19	Chess ICT Limited	Reseller of inbound and broadband services	Inbound number services and broadband	UK
20	Cybersentry Limited	Cyber security products	Onecom CyberProtect	Worldwide
21	Daisy Communications Ltd	Reseller of Vodafone, EE and O2 mobile connectivity	Mobile (Onecom billed) and connectivity	UK
22	Darktrace Holdings Limited	Software provider of cyber security services for resale	Cyber security services	UK
23	Datalinx Computer Systems Ltd	Warehouse management system (hand scanners)	Equipment	UK
24	Data Select Limited	Hardware distributor and provider of MDM licences for resale	Equipment and MDM	UK
25	Davies Group (previously ServiceTick)	Customer satisfaction surveys	All	UK
26	Dimensions Technologies Limited	Provider of software for call recording and maintenance	Telephony call recording	UK & EEA
27	DocuSign Inc.	Electronic signature software	All	UK & EEA
28	DPD Group UK Limited	Parcel pickup and delivery services	All	UK & EEA

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29	DRD Communications Ltd t/a VanillaIP	Provider of Hosted Telephony Services for resale	Hosted telephony services	UK
30	DVI Technologies Ltd	Installation of cabling for fixed line services	Fixed Line	UK
31	Eckoh UK Ltd	Provider of secure payment gateway	Provider of secure payment gateway	Worldwide
32	Essanet Ltd / TA broadbandbuyer.com	Connectivity hardware provider	Equipment	UK
33	Exclusive Networks Ltd	Provider of hardware licences for routers	Equipment	UK
34	Exertis (UK) Limited	Mobile phone replacement swap out service	Equipment	UK
35	Exponential E Ltd	Provider of Connectivity services, primarily WAN/SDWAN.	WAN/SDWAN	UK & EEA
36	Five9 Inc.	Contact centre platform provider	Five9 contact centre services	UK & EEA
37	Gamma Telecom Ltd	Provider of SIP, Cloud Telephony, Connectivity and inbound number services.	SIP, Vox, Horizon, connectivity services, inbound number services	UK & EEA
38	Giacom (Billing) Limited	Billing platform	All	UK & EEA
39	Giacom (Communications) Limited	Wholesale mobile connectivity	Mobile (Onecom billed)	UK & EEA

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40	Giacom (Distribution) Limited	Network mobile connectivity	Mobile (Onecom billed)	UK & EEA
41	Google Cloud	Cloud hosting and data management, hosting provider for OneCloud	All	UK
42	Grey Matter Ltd	Distributor of Office 365 licences	Office 365 licences	UK & EEA
43	iland Europe Ltd	Data centre provider	Mitel hosted services	UK
44	IMS Technology Ltd	Provider of IT managed services	IT managed services	UK
45	Invosys Ltd	Support services for out of hours and provider of inbound services	All	UK
46	Jitterbit, Inc.	Middleware for Salesforce & Sage X3	All	UK & EEA
47	Jola Cloud Solutions Ltd	Provider of IoT Services	IoT services	UK
48	KCOM Group Plc	Provider of broadband and inbound number services	Broadband and inbound number services	UK
49	KT Training Solutions Limited	Training provider	Zoom	UK
50	Lenovo Group Limited	Mobile phone repair centre	Equipment	UK & EEA
51	Lloyds Bank Plc	Banking services	All	UK
52	Mainline Digital Communications Limited	Reseller of EE connections	Mobile (network billed - EE connections only)	UK
53	Microsoft Corporation	Software application provider	All	UK & EEA
54	Millennium Training Consultants Ltd	Training provider	Zoom	UK

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55	Mitel Networks Limited	Business phone systems, unified communications and cloud communication solutions	Phone systems, unified communications and cloud communication solutions	UK
56	Media and Communications Ltd trading as Best4Systems	Fixed Line hardware supplier and recycling services	Equipment and recycling services	UK
57	MTR Group Limited	Mobile phone repair centre	Equipment	UK
58	Nimans (formally Beyond Connectivity)	Distributor of telephony hardware and provider of broadband connectivity and Vodafone mobile connections for resale	Mobile (Onecom billed), equipment and broadband connectivity	UK
59	Nuvias	Distribution of security software and licensing	IT managed services	UK
60	Oak Innovation Ltd	Call recording software provider and telephony support maintainer	Call recording and maintenance	UK
61	Onecom Technology (India) Private Limited	Software development, data administration, operational support, incident management	All	India
62	Openreach Limited	Provider of infrastructure for connectivity services	Broadband connectivity	UK & EEA
63	OwnBackup Inc	Salesforce system backup	All	UK & USA
64	Pangea Connected Limited	Provider of IoT services	IoT	UK

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65	Payguard	Secure PCI-DSS compliant payment system for resale	PCI-DSS compliant payment system	UK
66	Pitney Bowes Limited	Mail automation	All	UK & EEA
67	Plan.com	Reseller of O2 connections	Mobile (network billed) - O2 connections only	UK
68	Plusnet Plc	Provider of broadband connectivity	Broadband connectivity	UK
69	Power Wholesale Ltd	Fixed line hardware provider	Equipment	UK
70	Pragma Distribution Limited	Distributor of LG telephony services	LG fixed line phone systems	UK
71	Premiere Eurocom Limited	Mobile phone repair centre	Equipment	UK
72	Propel Finance PLC	Financial Leasing provider	Equipment leasing	UK & EEA
73	Qunifi Limited	Software provider for Teams integration services	Connect4Teams	UK
74	Red Box Recorders Ltd	Call recording software provider	Call recording software	UK & US
75	RSM UK Audit LLP	Auditors	All	UK
76	Salesforce UK Limited	CRM software	All	UK & EEA
77	SBE Limited	Mobile phone repair	Equipment	UK
78	Sycurio Limited	PCI DSS	PCI DSS	UK & EEA

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79	TalkTalk Communications Limited t/a PlatformX Communications	Provider of LLU broadband services	Broadband services	UK & EEA
80	Tariffmatch Global Ltd	Software provider for tariff analysis and projection	Mobile (network billed) and mobile (Onecom billed)	UK
81	Tech Data UK Limited	Mobile phone replacement swap out service	Equipment	UK & EEA
82	TelcoSwitch Limited	Provider of hosted telephony services	Hosted telephony services	UK
83	TD Synnex UK Ltd	Equipment recycling services	Equipment recycling	UK
84	The Mobile Phone Doctor Bournemouth Limited	Mobile phone repair centre	Equipment	UK
85	Tollring	Call recording and analytics software provider	Onecom call recording and Teams analytics software	UK & India
86	Uniphore Technologies U.K. Limited	Call recording software provider	Call recording	UK & US
87	Virtual1 Limited t/a PlatformX Communications	Provider of fibre ethernet and cloud data centre services for resale and distributor of Zoom phone and CX	Fibre ethernet, cloud data centre services and Zoom phone and CX	UK & EEA
88	Vodafone Limited	Telecommunication services	Mobile (Onecom billed) and Connectivity	UK & EEA
89	Voiceflex Limited	Provider of SIP services	SIP services	UK

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90	Voicehost Limited	Cloud PBX, SIP trunks, broadband and leased lines for VoIP solutions	Cloud PBX, SIP trunks, broadband and leased lines for VoIP solutions	UK and EEA
91	Westcoast Limited	Mobile phone replacement swap out service	Equipment	UK
92	Westcon UK Limited	Fixed line equipment provider	Equipment	UK
93	Wireless Logic Ltd	IoT reseller	IoT	UK
94	Xima Software	Call reporting software for resale	Call reporting software	UK & EEA
95	Zendesk	IT service management software for resale	Zendesk	UK
96	Zest4 Group Limited	IoT reseller	IoT	UK
97	Zoom	Provider of Zoom Phone and CX, Zoom Meetings, and Zoom Events	Zoom Phone and CX, Zoom Meetings, and Zoom Events	UK, EEA & USA