

EmpLive: Third parties (sub-processors) who store, process, or access customer data

Overview

This list of third parties is generally applicable to all WFS Australia customers unless specific data restrictions have been contracted. Not all of these third parties apply to all customers. For example, if your data resides in our US data centers, the data centers listed in other countries are not applicable.

Data Centers and Infrastructure-as-a-Service providers

Data centers and infrastructure-as-a-Service providers who may store but do not have access to customer data.

Sub-Processor	Country	Purpose
Microsoft Azure	Sydney, Australia	Microsoft Azure cloud infrastructure
Equinix Australia Pty Ltd	Canberra, Australia	Colocation data center

Affiliates and Third Parties used to provide ongoing support & services as part of the SaaS Agreement with the customer

These sub-processors perform professional services as assigned by WorkForce Software and may include business rule & interface configuration and testing, report writing, clock configuration, project management services or other services, OR who provide third-level software development support for troubleshooting customer issues. These sub-processors may have access to all customer data.

Affiliates	Country	Purpose
WFS Australia Pty Limited	Australia	Development and Support Services
WorkForce Software LLC	United States	L1 & L2 Support
WorkForce Software Limited	England	L1 & L2 Support
WorkForce Software Limited	New Zealand	L1 & L2 Support (follow the sun)
Sub-Processor	Country	Purpose

Digital Intelligence Systems LLC (DISYS)	India United States	L1 & L2 Support Development Services
TimeXperts, Pvt, Ltd.	Pakistan	Development Services

Sub-Processors used to provide features to EmpLive

Sub-Processor	Country	Processing performed	Data accessed or processed
Firebase	Australia	Mobile Push Notifications	Mobile device ID
MessageMedia (Message4U Pty Ltd)	Australia	SMS Services	Phone number
NewRelic, Inc.	United States	Application Performance Monitoring	IP address
Sentry	United States	Application Performance Monitoring	IP address
Noah Facial Recognition Pty Ltd (Applicable only if contracted for NoahFace services)	Australia	Capture of clocking events to populate employee timesheets.	Employee attributes, i.e. employee number, name, email, phone. Biometrics for facial recognition (if employees opt-in).
Twilio SendGrid	Australia	Email delivery	Email address and the content of the email to the employees

Sub-Processors used for specifically contracted Statements of Work

These sub-processors are listed in the Statement of Work.