Sub-Processor Register

Yerado Ltd trading as Lief Care | Version: October 2026 (aligned to DPIA updated 3 October 2026) | Next scheduled review: June 2027

Lief Care acts as a data processor for its customers, who remain the data controllers. Every sub-processor is bound by a written agreement meeting Article 28 UK GDPR. Restricted transfers outside the UK are covered by the UK-US Data Bridge, the UK IDTA or Standard Contractual Clauses with the UK Addendum, supported by transfer risk assessments where required. Sub-processors receive only the minimum personal data needed for their service. Report content is pseudonymised before it is sent for AI summarisation. All sub-processors are subject to security due diligence before engagement and annually thereafter.

Part A – Product sub-processors

Providers that process personal data on behalf of Lief Care customers as part of delivering the Lief platform and support.

Provider	Location	Purpose and personal data processed	Security certifications	Contract / transfer mechanism
Amazon Web Services (AWS)	UK (London, eu-west-2)	Hosting and storage of the Lief platform (production, staging, development). All customer data.	ISO 27001, SOC 1, SOC 2 Type II, SOC 3	N/A – data remains in UK. DPA in place.
Auth0 (Okta)	EU	User authentication. Email address and authentication credentials.	ISO 27001, SOC 2 Type II	DPA and SCCs with UK Addendum
Cloudflare	US (UK/EU routing)	DNS, web application firewall and traffic routing. Data in transit only (transient access).	ISO 27001, ISO 27701, SOC 2 Type II	DPA; UK-US Data Bridge (UK Extension to the EU-US Data Privacy Framework)
Google Workspace	US	Email, document storage and video conferencing. Internal email and documents. Customer (care provider) business and contact data may be included. No resident data.	ISO 27001, SOC 2 Type II	DPA; UK-US Data Bridge (UK Extension to the EU-US Data Privacy Framework)
Mailgun (Sinch)	EU	User invitation and system notification emails. User email address and account information.	ISO 27001, SOC 2 Type II	DPA, SCCs and UK Addendum
Microsoft Azure OpenAI	UK – UK data residency (UK South, London; UK West, Cardiff for resilience)	AI speech-to-text transcription and AI-assisted report and summary generation. Audio submitted for transcription; pseudonymised/de-identified report content submitted through the AI summarisation feature. No transfer to the US.	ISO 27001, SOC 2 Type II	N/A – data remains in UK. Microsoft DPA.
Mixpanel	US	User analytics within the Lief product. Usage and behavioural data of authenticated users.	ISO 27001, SOC 2 Type II	DPA and SCCs with UK Addendum

Provider	Location	Purpose and personal data processed	Security certifications	Contract / transfer mechanism
Slack	US	Internal staff communications. Customer (care provider) business and contact data may be included. No resident data.	ISO 27001, SOC 2 Type II, SOC 3	DPA; UK-US Data Bridge (UK Extension to the EU-US Data Privacy Framework)
Trainn	US	Product training services. Name and email address.	ISO 27001, SOC 2 Type II	DPA and SCCs with UK Addendum
Zapier	US	Internal workflow automations. Limited contact and account data passed between integrated services.	SOC 2 Type II	DPA and SCCs with UK Addendum
Zoho	US	CRM, helpdesk and customer support emails. Contact and account details of customer organisations' staff only. No resident data.	ISO 27001, SOC 2	DPA with UK IDTA or Addendum
Offshore technical support team (India)	India (access only – no data stored in India)	Product support, incident resolution and software maintenance. May need to view customer data within the UK-hosted platform to resolve a specific support issue or incident. Access is role-based, just-in-time, minimum necessary and fully audit-logged; no bulk export.	Contractually required to meet or exceed Cyber Essentials Plus controls; background checks, confidentiality undertakings, annual IG training	UK IDTA. Transfer Risk Assessment and DPIA completed June 2026, updated October 2026 (residual risk: Low)

Part B – Internal corporate suppliers

Providers used for Lief Care's own business operations. They are listed for transparency and are not used to process customer care records.

Provider	Location	Purpose and personal data processed	Security certifications	Contract / transfer mechanism
AK Patel & Co. (Chartac Practice Ltd)	UK	Accounting and payroll. Lief employee financial and payroll data only.	Security due diligence on file	N/A – UK based
Atlassian (Jira, Confluence, Bitbucket)	US / EU	Engineering project management, source code hosting and documentation.	ISO 27001, SOC 2 Type II	DPA and SCCs with UK Addendum
Hostinger	US	Marketing website hosting only. No customer data.	ISO 27001	DPA and SCCs
Prior Analytics Ltd	UK	Data Security and Protection Consulting, including our appointed Data Protection Officer.	Due diligence on file	N/A – UK based. DPA in place.
Stripe	US	Payment processing and billing. No care record data.	PCI-DSS Level 1, SOC 2 Type II, SOC 3	DPA and SCCs with UK Addendum

Provider	Location	Purpose and personal data processed	Security certifications	Contract / transfer mechanism
Vanta	US	Continuous compliance and security monitoring. Infrastructure and configuration metadata only.	ISO 27001, ISO 27701, SOC 2 Type II	DPA and SCCs with UK Addendum

Queries about this register: privacy@lief.care (Data Protection Officer).