

Third-Party Data Processors used by Heart Internet

Customer Products

Service Provider	Purpose	Data Processed
BaseKit Platform	SiteDesigner Plus and SiteDesigner Unlimited packages	All account information needed for a SiteDesigner website as well as any customer data held on a hosted website.
cPanel Inc	cPanel control panel for VPS and Dedicated Servers	Any customer data held within the cPanel control panel.
GlobalSign GMO Internet Group	SSL certificates	All account information as needed for an SSL certificate.
Mesh Digital Limited	Registrar for domain services	All account information needed for the provisioning of domain names.
Microsoft Corporation	Hosted Exchange mailboxes	Customer account data and email addresses.
Parallels International GmbH	Website Builder Plus for shared hosting	Any customer data held on a hosted website.
Plesk International GmbH	Plesk control panel for VPS and Dedicated Servers	Any customer data held within the Plesk control panel.
Starfield Technologies	SSL certificates	All account information as needed for an SSL certificate.

Support Systems

Service Provider	Purpose	Data Processed
LivePerson Inc	Instant live chat customer support	Any customer data provided during the customer chat as well as gathered customer metrics.
LvivIT! Ukraine	Providing operational platform support	All account information.
TeamViewer GmbH	Remote viewing of customer's desktop for support	Hostname and IP address of customer's computer. No personal data intentionally processed.

Networking Systems

Service Provider	Purpose	Data Processed
ARBOR Technology Company Ltd	Monitors network traffic and provides information for forensics and DDOS detection and mitigation	Processes metadata on network traffic, IP addresses, ports used, and network protocols.
Cisco Systems Inc	Providing and managing networking solutions as part of our cloud network	Processes metadata on IP addresses, time stamps, and network traffic.
Equinix Netherlands BV	Providing data centre colocation facilities as part of our cloud network	No personal data is processed.
Juniper Networks Inc	Providing and managing networking solutions as part of our cloud network	Processes metadata on IP addresses, time stamps, and network traffic.
Virtuozzo	Container virtualisation software as part of our cloud network.	Any customer data held within a virtualised container on our shared servers and VPS.