

Advance HE Sub-Processors

The following list identifies the sub-processors used by Advance HE to support the delivery of services where Advance HE acts as a data processor and personal data may be processed on behalf of our customers. For further information about these sub-processors or the data protection measures in place, please contact our Data Protection Officer at data.protection@advance-he.ac.uk.

General Sub-Processors

Sub-Processor	Purpose
Microsoft 365	Provide a suite of software for business communications and collaboration, including to facilitate email, file storage, document management, collaboration, online meetings, and related business activities necessary for the delivery of Advance HE services.
Dropbox	Dropbox provides cloud-based storage, file sharing, document collaboration, backup and information management services to support the delivery and administration of Advance HE services. Personal data may be processed where contained within stored or shared files.
Jisc Survey	Jisc Surveys provides online survey and questionnaire functionality to collect, store, analyse and report on feedback, evaluation data, research information and other responses submitted by participants, customers and stakeholders and utilised through a variety of Advance HE services.
Zoom	Zoom is used to facilitate online meetings, webinars, workshops, training sessions, assessments and other virtual events. Personal data may be processed through participant registration, attendance records, audio, video, chat messages, recordings and shared content.
Associates	Associates are engaged to support the delivery of Advance HE services, including consultancy, accreditation, assessment, facilitation, training, quality review, event delivery and other specialist activities.
Stripe	Stripe provides secure payment processing services to enable the collection and management of payments for Advance HE services, including payment authorisation, transaction processing, billing, fraud prevention, customer support, and financial reporting purposes.

Survey Monkey Apply	SurveyMonkey Apply provides an online platform for managing applications, nominations, reviews, assessments, accreditation activities, and related decision-making processes, including support application submission, reviewer access, communications, reporting, and programme administration.
Audio Eye	AudioEye provides tools and services to monitor, test and improve the accessibility of Advance HE's websites and digital services, including data in connection with website usage, accessibility support features, user feedback, and compliance reporting activities.
Google Analytics	Google Analytics provides website measurement and reporting services, enabling Advance HE to understand how users interact with its websites and digital services. Personal data may be processed in connection with online identifiers, device information, usage data, and website interactions to support analytics, performance monitoring, user experience improvements, and reporting.

Service Specific Processors

Surveys & Research

Sub-Processor	Purpose
Co-Loop	CoLoop provides qualitative research analysis tools used to process and analyse interviews, focus groups, open-text survey responses and other research data, including to support thematic analysis, reporting, evaluation, and the generation of evidence-based insights.
Explorance	Explorance provides tools for managing surveys, evaluations and feedback processes, the collection, analysis and reporting of participant, student, member or stakeholder feedback, including to support evaluation activities, quality enhancement, programme improvement, research, and organisational decision-making.
Student Voice	Student Voice provides tools to gather, manage and analyse feedback, opinions and engagement data from students and other stakeholders, including to support consultation activities, representation, programme evaluation, service improvement, and organisational decision-making.
Evasys	Evasys provides tools for the management of surveys, questionnaires, evaluations and feedback processes, including to facilitate response collection, data analysis, reporting, programme evaluation, stakeholder engagement, and continuous improvement initiatives.

Simpson Associates	Simpson Associates provides data management, analytics, business intelligence, reporting, system implementation and technical support services, including to support data analysis, reporting, system administration, troubleshooting, service delivery and business improvement activities.
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