

Privacy - Third Party Apps and Services

In order to provide some of the functionality on the Wonderful Website and Service, we have to share information and personal data with some third party processors and their respective applications.

Listed here are those processors, a brief description of what data is transmitted to them and how we've vetted them & what agreements are in place:

Amazon

We use Amazon Web Services (AWS) to host the majority of the Wonderful Platform, therefore all user and charity data is stored on servers in Amazon's Data Centre's. Our main point-of-presence (POP) is that of their Ireland DC, however at times where there may be increased traffic or maintenance on Amazon's infrastructure, this data may be transferred and made available to other Data Centre's within their network for resiliency purposes.

Amazon participates in the EU-US Privacy Shield Framework and has certified with this programme. Our relationship with them is governed by their Terms of Service, and a Privacy Policy and Data Processing Addendum in line with GDPR Requirements.

You can read more about [Amazon's AWS Privacy Policies here](#).

Apple

We predominantly use Apple hardware and their software solutions, including iCloud. Wonderful Staff utilise the secure notes applications for making notes that may temporarily contain personal information during the course of an enquiry, complaint or other such issue that requires a resolution, and subsequently a response.

Our internal documents and notes pertaining to interactions with customers (containing email addresses, phone numbers and users' names) are written in their suite of Collaboration tools, which uses automatic saving and backup to their cloud storage service, iCloud.

Apple participates in the EU-US Privacy Shield Framework and has certified with this programme. Our relationship with them is governed by their Terms of Service and Apple uses approved Model

Contractual Clauses for the international transfer of personal information collected in the European Economic Area. More information can be found [here](#).

Atlassian

We use Atlassian for our support desk (JIRA) and our internal collaboration suite. Users and charities will have their email address and name, plus the body of their email, stored on Atlassian's servers in order for us to address any support queries. Internal, secure communications between staff may also have this data transmitted when an issue is investigated or escalated.

Atlassian participates in the EU-US Privacy Shield Framework and has certified with this programme. Our relationship with them is governed by their Terms of Service, and a Privacy Policy and Data Processing Addendum in line with GDPR Requirements.

You can read more about their data processing and privacy commitments [here](#).

Cloudflare

We use Cloudflare for DNS Services, Security and their Content Distribution Network, allowing us to manage traffic more effectively to the Wonderful site and secure it from digital attacks and malicious activity. Cloudflare has access to the URL navigated to and what IP Address has accessed it. All data that is transmitted via the web to and from the Wonderful Platform traverses Cloudflares systems, however Cloudflare does not have access to this data.

Cloudflare participates in the EU-US Privacy Shield Framework and has certified with this programme. Our relationship with them is governed by their [Terms of Service](#), and a Data Processing Agreement in line with GDPR Requirements.

DigitalOcean

We use DigitalOcean for hosting some of our sundry services that are not hosted on our central infrastructure with AWS. A replica of charity and user data is stored on DigitalOcean servers located in London for disaster recovery and backup purposes. Some of our redirection services are also operated here, such as for old links to charity and fundraising pages.

DigitalOcean participates in the EU-US Privacy Shield Framework and has certified with this programme. Our relationship with them is governed by their [Terms of Service](#), and a [Data](#)

[Processing Agreement](#) in line with GDPR Requirements.

Dropbox

We use Dropbox for storing company documents and encrypted backups of platform data, which includes all user and charity data.

Dropbox participates in the EU-US Privacy Shield Framework and has certified with this programme. Our relationship with them is governed by their [Terms of Service](#) and a [Data Processing Agreement](#) in line with GDPR Requirements.

Google Inc.

We use GSuite for our internal and staff email communications, along with their calendar and contacts systems. Therefore Google may store our users' email addresses and names. We also use Google Analytics to collect anonymized statistical data about how users interact with our website and services.

Google participates in the EU-US Privacy Shield Framework.

You can read more about [Google's Polices here](#).

HSBC

We use HSBC for our core banking and any charity that is on file with Wonderful will have submitted their bank account data to us to permit payments at the end of each month. Therefore, HSBC will have this information in their systems to permit the payment to occur.

The business relationship we have with HSBC is governed by their Terms and Conditions, along with their [Privacy Policy](#).

lotum

We use lotum's conference calling platform, therefore whenever we engage with our users, charities or staff via this conferencing service, email addresses may be transferred to lotum for the purpose of managing meeting invitations and scheduling.

lotum participates in the EU-US Privacy Shield Framework and has certified with this programme. Our relationship with them is governed by their [Terms of Service](#).

Mailchimp

We use MailChimp for sending opt-in marketing emails to charities, fundraisers and users who have signed up for our newsletters and marketing emails. User emails and names are transmitted and stored on MailChimp's servers. MailChimp has significant controls where communication options are concerned and users wishing to modify their preferences can do so from within the email they receive.

MailChimp participates in the EU-US Privacy Shield Framework and has certified with this programme. Our relationship with them is governed by their [Terms of Service](#), and a [Data Processing Agreement](#) in line with GDPR Requirements.

Nexbridge Communications

We use Nexbridge Communications for the majority of our telephone services and route our calls via their exchanges and platform. Any time we receive or make a call, Calling Line Identifier information will be stored on Nexbridge's Billing servers to allow them to bill us for the calls we make and receive. As a telecoms carrier, this data is also stored for communication legislation and regulatory investigation compliance purposes. While this data alone cannot be used to personally identify an individual, it is still in the scope of this document as it is information that is transmitted to a third party nonetheless.

Nexbridge is a UK company and our relationship with them is governed by their [Privacy Policy](#) and a GDPR Compliant Data Processing Addendum.

Stripe

All payments processed on the Wonderful platform are handled by Stripe, therefore full card data, address data, email addresses and names will be transmitted to, and stored, by them. Stripe stores all card data, Wonderful does not store the full card number or security codes at any time, in accordance with PCI DSS 3.2.

Our relationship is with Stripe Payments Europe Limited, and the main capture point is via their Ireland Subsidiary, however some data is passed to Stripe Inc, their parent company established in the USA, therefore participates in the EU-US Privacy Shield Framework and has certified with

this programme. They also adopt the European Commissions Model Contractual Clauses where data transfer outside the EU is performed. More information can be found [here](#).

Twilio

We use Twilio for some of our voice call and SMS Services, therefore this involves the transfer of Telephone Numbering data to them and, in the event of an SMS, any personal data contained within the SMS, such as a users' name. Twilio keeps a log of this for billing purposes. As a telecoms carrier, this data is also stored for communication legislation and regulatory investigation compliance purposes.

Twilio participates in the EU-US Privacy Shield Framework and has certified with this programme. Our relationship with them is governed by their [Terms of Service](#) and a GDPR Compliant Data Processing Addendum.

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