



SmartyGrants

Software, data science & grantmaking intelligence

SmartyGrants UK
Operated by Our Community International
(CRN 15906965)

Third-Party Service Providers

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Accessibility:

If you need this document in an alternative accessible format, please contact
service@smartygrants.co.uk

This policy applies to:

SmartyGrants UK and its online services, operated by Our Community International.

Table of Contents

Table of Contents	2
About this document	3
1 Online Services.....	4
2 Operations.....	6
3 SmartyGrants (including SmartyFile)	9

About this document

To help Our Community International provide, maintain, protect and improve our services, we share information with third-party service providers in accordance with our Privacy Policy.

In this document you can find information on the service providers we currently work with, including:

- The service they provide;
- Relevant data we disclose to them;
- The countries in which they process the data (as specified by the provider); and
- Links to their respective privacy policies.

1 Online Services

These third-party service providers are used by our websites and applications including manage.smartygrants.co.uk and Applicant portals

This includes any analytics/marketing tools included on our sites.

Service Provider	Purpose	Data Disclosed	Location	Privacy Information
AC3	Managed service provider (MSP) for provisioning Amazon AWS environments and providing technical support	Data is not received or held by AC3 however AC3 engineers may access data stored in Amazon AWS for support purposes at our request.	<u>Processing region:</u> Australia <u>Address (HQ):</u> Level 7, 477 Pitt Street, Haymarket NSW 2000, Australia	See AC3's Privacy Policy and Who we are
Amazon Web Services (AWS)	Cloud hosting (data centres) providing processing and storage for application databases, file systems and logs. Various other services, e.g. email service, location services (address auto-complete, geocoding and maps).	Name, email address, any personal information entered or uploaded into our applications (e.g. SmartyGrants or SmartyFile).	<u>Processing region:</u> UK <u>Address (AU HQ):</u> International House, 1 St Katharine's Way, London, E1W 1UN	The AWS website provides data privacy resources on its UK Compliance Centre page
Note: Certain AWS networking and security services (e.g. CloudFront, IAM) are global or multi-region and not limited to a specific region.				
DataDog	An application and service monitoring tool that provides us with real-time information about the security and performance of our online services.	Device information, network information, location, log files (15 months).	<u>Processing region:</u> Australia Level 3, Tower 3, International Towers 300 Barangaroo Avenue, Barangaroo Sydney, NSW 2000 Australia	See DataDog's Data Privacy Policy
Epignosis (TalentLMS)	A learning management system used for online training.	Name, email address, postal address, organisation name.	<u>Processing region:</u> USA, UK <u>Address (HQ):</u> Level 9, 315 Montgomery Street, San Francisco, California CA 94104 USA	See Talent LMS's Privacy Policy
Google (ReCaptcha)	Used to verify that visitors to our websites are human.	Network information, location (derived from network information).	<u>Processing region:</u> Refer to Google's data centre locations <u>Address:</u> 48 Pirrama Road, Sydney, NSW 2009, Australia	See Google's Privacy Policy

Service Provider	Purpose	Data Disclosed	Location	Privacy Information
HelloBar	Collects information for marketing purposes, to direct web traffic and to display website banners.	Device information, network information, location (derived from network information).	<u>Processing region:</u> USA <u>Address:</u> 450 B Street #775, San Diego, CA 92101, USA	See HelloBar's Privacy Policy
Issuu	Provision of software to provide interactive digital content (e.g. booklets, brochures) for publication on our websites.	Device information, network information, location (derived from network information).	<u>Processing region:</u> USA <u>Address (HQ):</u> 131 Lytton Ave, Palo Alto, CA 94301	See Issuu's Privacy Policy.
New Relic	An application and service monitoring tool that provides us with real-time information about the health and performance of our online services.	Device information, network information, location (derived from network information), log files (up to 30 days).	<u>Processing region:</u> Australia, USA, other unspecified regions <u>Address (HQ):</u> 88 Spear Street, Suite 1200, San Francisco, CA 94105, USA	See New Relic's Data Privacy Notice and Data Processing Addendum
Pixel & Tonic (Craft CMS)	Software for managing website content.	None	<u>Processing region:</u> Not applicable <u>Address (HQ):</u> 320 SW Century Drive, Suite 405 #136, Bend, OR 97702, USA.	See Craft CMS Privacy Statement Pixel & Tonic's legal centre.
Note: Craft is self-hosted on our cloud infrastructure – refer to Amazon Web Services (AWS). No data is disclosed to Pixel & Tonic. We have listed Pixel & Tonic in our Third-Party Service Provider list, because a security vulnerability introduced into the Craft user interfaces could potentially be exploited to gain unauthorised access to data captured in forms on our website.				
Verbb (Formie)	Craft plugin for collecting data via forms.	If you fill out any forms on the website: name, email, country, any information included in a form.	<u>Processing region:</u> Australia <u>Address (HQ):</u> 552 Victoria St, North Melbourne 3051.	
Note: Formie is self-hosted on our cloud infrastructure – refer to Amazon Web Services (AWS). No data is disclosed to Verbb. We have listed Verbb in our Third-Party Service Provider list, because a security vulnerability introduced into Formie could potentially be exploited to gain unauthorised access to data captured in forms on our website.				

2 Operations

These third-party service providers are used to support Our Community services and operations across all our enterprises, such as for sales and marketing, research, customer service, managing training and events, communications and document management.

We use various conference venues for in-person events. Depending on the nature of the event, we may disclose delegate details such as name, address, phone number, email address, organisation name, job title, dietary and access requirements.

Service Provider	Purpose	Data Disclosed	Location	Privacy Information
Airwallex	Online banking provider used for processing supplier payments and international transfers	Name, email address, organisation name, organisation address, organisation bank account.	<u>Processing region:</u> Undisclosed <u>Address (AU):</u> Level 7, 15 William Street, Melbourne, VIC 3000, Australia	See Airwallex's Privacy Policy
Atlassian (Jira Software / Jira Service Management)	Delivery and support tools for capturing and managing changes (e.g. new features, improvements, bugs or incidents).	Name, email address, organisation name, ABN, job title, any information provided to us when raising an enquiry or incident.	<u>Processing region:</u> USA, European Union, Singapore, Australia <u>Address (HQ):</u> Level 6, 341 George Street, Sydney, NSW, 2000, Australia	See Atlassian's Privacy Policy
Calendly	Provision of meeting scheduling service.	Name, email address, phone number, meeting subject, calendar status information, device information, network information, location (derived from network information).	<u>Processing region:</u> USA <u>Address (HQ):</u> 271 17 th St NW, Atlanta, GA 30363, USA	See Calendly's Privacy Policy Notice
Hubspot	Collect and manage information about and communicate with prospects and customers. Manage mailing lists and e-newsletter correspondence.	Name, email address, organisation name, telephone number, email contents and email or form field response data. Organisational data used to manage contracts and renewals (e.g. key contacts, annual disbursement).	<u>Processing Region:</u> Amazon Web Services (AWS) in the EU (Frankfurt) <u>Address (LDN):</u> 199 Bishopsgate, London EC2M 3TY	See Hubspot's Privacy Policy and Data Processing Agreement

Service Provider	Purpose	Data Disclosed	Location	Privacy Information
Huntress	SIEM (Security Information and Event Management) solution for corporate network, servers and endpoints.	Security log and event data from our network, servers and endpoints, including Windows Event Logs, syslog, network configuration (e.g. IP address, MAC address, hostname), and user and program activity. Account details: name, email address, phone number.	<u>Processing region: USA (data held in US-based data centres on AWS)</u>	See Huntress Privacy Policy and Data Processing Addendum
Huntsman	Essential 8 auditing solution for corporate network, servers and endpoints.	None	<u>Processing region: Australia - On premises – Our Community House, 552 Victoria Street, North Melbourne</u> <u>Address (HQ): Level 2, 11 Help Street, Chatswood, NSW 2067, Australia</u>	See Huntsman Security's Privacy Policy
Microsoft 365	Provision of apps and cloud services including email, calendars, files, forms and database storage.	Name, email address, network information, any information included in the content or attachments of an email, calendar booking or form fields. Information provided to us for training and events such as address, phone number, dietary and access requirements.	<u>Processing region: Australia, USA, other unspecified regions</u> <u>Address (HQ): One Microsoft Way, Redmond, WA 98052, USA</u>	See Microsoft 365's Privacy Statement and the Trust Centre
ReadyTech	Payroll and HR management.	Internal OC staff name, email address, phone number, DOB, TFN, superannuation details, banking details, wage details, payroll history, job title, work pattern, leave balance.	<u>Address (AU): Level 2, 77 King Street, Sydney, NSW, 2000</u>	Refer to: ReadyTech Privacy Policy » ReadyTech
Slack	A messaging platform that we use to communicate with internal team members.	Name, email address, any additional information associated with a service request or to investigate a product defect.	<u>Processing region: Australia, USA</u> <u>Address (HQ): 500 Howard St, San Francisco, CA 94105, USA</u>	See Slack's Privacy Policy

Service Provider	Purpose	Data Disclosed	Location	Privacy Information
Stripe	Integrates with Xero to enable customers to pay invoices via credit card.	Name, email address, organisation name, credit card details.	<u>Processing region:</u> Australia, USA, other unspecified locations <u>Address (Australia):</u> Level 7, 222 Exhibition St, Melbourne VIC 3000 <u>Address (HQ):</u> 354 Oyster Point Boulevard, San Francisco, 94103, USA	See Stripe's Privacy Policy and Privacy Centre
SurveyMonkey	Used for surveys, to solicit input and collect feedback.	Name, phone number, email address, any information included in the survey you're filling out.	<u>Processing region:</u> Australia, USA, other unspecified locations <u>Address (HQ):</u> Momentive Inc., 1 Curiosity Way, San Mateo, California 94403 USA	See SurveyMonkey's Privacy Notice
Viatek	Managed service provider (MSP) for Microsoft 365 and endpoint management services	Data is not received or held by Viatek however Viatek engineers may access data stored in Microsoft 365 for support purposes at our request.	<u>Processing region:</u> Australia <u>Address (HQ):</u> Level 2/44 Gwynne St, Cremorne VIC 3121	See Viatek's Privacy Policy
Xero	Business/finance system used for invoices and payments to/from customers and suppliers.	Name, email address, organisation name, organisation bank account.	<u>Processing region:</u> New Zealand, USA, other unspecified regions <u>Address (HQ):</u> 19-23 Taranaki Street, Te Aro, Wellington 6011, New Zealand	See Xero's Privacy Notice
Zendesk	A customer service and knowledge base platform used to manage support requests (e.g. enquiries or incidents) and host documentation for users.	Name, email address, any information provided to us when raising an enquiry or incident.	<u>Processing region:</u> Australia (data may be temporarily processed outside this region then discarded) <u>Address (HQ):</u> 989 Market Street, San Francisco, CA 94103, USA	See Zendesk's Privacy Policy

3 SmartyGrants (including SmartyFile)

These third-party service providers are used by SmartyGrants and SmartyFile in addition to the providers listed in sections 1 and 2.

A list of libraries/dependencies used in SmartyGrants and SmartyFile can be provided on request to service@smartygrants.co.uk.

Service Provider	Purpose	Data Disclosed	Location	Privacy Information
Appcues	Provisioning of a user engagement platform that provides context-sensitive notifications and assistance	Organisation name, account/user configuration settings, device information, network information, location (derived from network information)	<u>Processing region</u> : Australia, USA <u>Address (mailing)</u> : 177 Huntington Ave Ste 1703, PMB 94414, Boston, MA 021151, USA	See Appcues' Privacy Policy and list of Subservice Providers
Atlassian (Confluence and StatusPage)	<u>Confluence</u> : Content management for the Help Hub. <u>StatusPage</u> : Communicating the status of our online services (for example scheduled maintenance and outages).	<u>Confluence</u> : Device information, network information, location (derived from network information). <u>StatusPage</u> : Email address for users who opt in to receive email alerts from StatusPage.	<u>Processing region</u> : Australia, USA, Germany, Ireland, Singapore, other unspecified regions in which AWS hosts Confluence <u>Address (HQ)</u> : Level 6, 341 George Street, Sydney, NSW, 2000, Australia	See Atlassian's Privacy Policy
Google (Translate)	Translation of application submission responses, for rounds configured in languages other than English Note: Data sent through the Google Translate API is not stored or logged by default beyond the time necessary to perform the translation. Google does not use the text for improving Google's translation model.	Any information entered into an application form and translated.	<u>Processing region</u> : Refer to Google's data centre locations <u>Address</u> : 48 Pirrama Road, Sydney, NSW 2009, Australia	See Google's Privacy Policy
Intuit (Mailchimp Transactional Email)	An email service used for sending and managing mailouts. Note: we are currently in the process of migrating all mailouts to be sent directly via AWS SES email service (hosted in AWS London Region per above), and thus will be discontinuing use of Mailchimp by 30 Sep 2026	Name, email address (up to 90 days), any information included in the content or attachments of the mailout (up to 30 days).	<u>Processing region</u> : USA <u>Address (mailing)</u> : 675 Ponce de Leon Ave NE, Suite 5000, Atlanta, GA 30308 USA	See Intuit's Privacy Policy
Paldi Solutions	Map visualisation plug-in, used to render maps in SmartyGrants Analytics.	None	<u>Processing region</u> : Not applicable <u>Address (mailing)</u> : Tower 1, Matam Park, Andrei Sakharov 9 Street, Haifa, 3508409, Israel	See Paldi's Privacy Policy

Service Provider	Purpose	Data Disclosed	Location	Privacy Information
Queue-It	Note: Paldi is self-hosted on our cloud infrastructure – refer to section 1 AC3 and Amazon Web Services (AWS). No data is disclosed to Paldi. We have listed Paldi in our Third-Party Service Provider list, because a security vulnerability introduced into the Paldi user interface could potentially be exploited to gain unauthorised access to SmartyGrants data.			
	Waiting room facility to manage short-term spikes in applicant traffic for high-volume rounds	Device information, network information, location (derived from network information).	Processing region: Japan (AWS) Address (mailing): Skelbækgade 4, 1. 1717 Copenhagen V Denmark.	See Queue-It's Privacy Policy
Sisense	Embedded analytics, used for data visualisation, reporting and insights.	None	Address (HQ): 1359 Broadway, 4th Floor, New York, 10018, USA	See Sisense's security and trust centre
Note: Sisense is self-hosted on our cloud infrastructure – refer to section 1 AC3 and Amazon Web Services (AWS). No data is disclosed to Sisense cloud. We have listed Sisense in our Third-Party Service Provider list, because a security vulnerability introduced into the Sisense user interface could potentially be exploited to gain unauthorised access to SmartyGrants data.				