

Bright Horizons Family Solutions: Sub-processors

Our current sub-processors for these services are listed below. If you are a corporate client of Bright Horizons and have an agreement in place with us, you may subscribe to receive privacy and information security notifications by completing the form available at: <https://go.brighthorizons.com/information-security-and-privacy-notifications>

Client Personal Information relating to EdAssist Services			
Services	Processing	Processor	Processing Locations (Primary)
Provision and management of the Services	Provision of the managing system and operational support.	Bright Horizons Family Solutions LLC	United States
Cloud provider	Hosting Bright Horizons' application and databases.	Microsoft Corporation (Azure)	United States
Contact Centre Support	Access to Client Personal Information within Bright Horizons' system.	Workplace Options, LLC T/A WPO	United States
		DATAMARK, Inc.	United States Juarez, Mexico
Call management and recording facility	Collection and storage of call recordings and telephone numbers.	Genesys Telecommunications Laboratories, Inc., (Purecloud)	United States
LiveChat functionality	Collection and storage of chat messages and device information.	Chatlingual, Inc.	United States
Product Support	Collection of user experience to enhance user's journey including delivery enhancement.	Pendo.io, Inc	United States
Information Communications Services	Receipt, storage and processing of contact details such as name, email address as necessary to provide the communications services.	Salesforce.com, Inc.	United States
		Seismic Software, Inc.	United States
		Qualtrics LLC	United States
		Collegis, LLC	United States
		ON24, Inc.	United States
Bright Horizons IT Support	Access to Personal Information within Bright Horizons' system.	Presidio Networked Solutions LLC	United States
		Hitachi Solutions America Ltd	United States
		Colosseum Ventures LLC	United States India

		MResult Corporation	United States, India
		Assure eServices, Inc.	United States, India
		Cigniti Technologies Inc.	India
		Computer Sciences Corporation T/A DXC Technology	United States, India
		Accenture International Limited	United States, Poland, India, Canada
		Slalom LLC T/A Slalom Consulting	United States
		Snowflake Inc.	United States
		QlikTech International AB	United States
Virtual payment facilitator services (applicable only to EdAssist Clients receiving payment facilitator services)	Receipt, processing and storage of the Client Personal Information.	American Express Travel Related Services Company Inc.	United States
Translation Services (applicable only to Clients taking these services)	Access to and processing of Client Personal Information.	Lionbridge Technologies, LLC	United States Third countries where translators for applicable language are based.
<p>In addition, please note that Personal Information will be shared with the relevant educational and where applicable, loan service provider(s) as requested by, and required to deliver the specific Services to, each EdAssist Participant. In accordance with the agreement between Bright Horizons and each corporate client, such providers are not Sub-Processors of Bright Horizons.</p>			