Subprocessors for Questionmark's OnDemand Services

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Questionmark engages the services of the undernoted subprocessors that may process Customer Personal Data for purposes of Questionmark's provision of services to Questionmark customers. Some subprocessors are contracted via another Questionmark affiliate company. Questionmark does not authorize subprocessors to process Customer Personal Data for any other purposes.

Subprocessors engaged by Questionmark Corporation and Questionmark Computing Limited

Essential Subprocessors:

Subprocessor	Country	Processing activity
Microsoft Corporation and its affiliates and subsidiaries	United States and the European Union	Communications and operations
Aheadrace Software Development Services Private Limited	India	Software development support Candidate level support for live online proctoring only
Zendesk Inc	United States	Technical support ticket system

Optional Subprocessors:

Subprocessor	Country	Processing activity
Examity Canada, Inc	Canada	Examity is only a subprocessor if the customer purchases optional live online proctoring services.
ProctorU, Inc. d/b/a Meazure Learning	United States	ProctorU is only a subprocessor if the customer purchases optional live online proctoring services and/or test center services.
Caveon, LLC	United States	Caveon is only a subprocessor if the customer purchases optional forensic analysis services.

Proctor.io, Incorporated	United States	Proctor.io is only a subprocessor if the customer purchases optional record and review proctoring services.
Talview Inc	United States	Talview is only a subprocessor if the customer purchases optional live online proctoring services.
Credly, Inc	United States	Credly, Inc is only a subprocessor if the customer purchases optional digital credentialing services.
Akindi, Inc	Canada	Akindi, Inc is only a subprocessor if the customer purchases optional printing and scanning OnDemand services. Akindi provides the system for printing bubble sheets and doing the image-processing of the uploaded scanned sheets to enabling Questionmark to score paper-based assessments for customers using ordinary office printer/scanner hardware.
iomart Managed Services Limited	United Kingdom	Iomart is only a subprocessor where the customer uses Akindi printing and scanning.

Questionmark also uses its affiliates as sub-processors, so if your contract is with Questionmark Computing Limited, then Questionmark Corporation (US), Questionmark GmbH (Germany), Learnosity Limited (Eire), Learnosity Inc (USA) and Learnosity Pty Ltd (Australia) are sub-processors and if your contract is with Questionmark Corporation, then Questionmark Computing Limited (UK), Questionmark GmbH (Germany), Learnosity Limited (Eire), Learnosity Inc (USA) and Learnosity Pty Ltd (Australia) are sub-processors.

Subprocessors engaged by Questionmark GmbH

Questionmark GmbH has contracted with the following subprocessors. Questionmark GmbH also receives services from subprocessors that are directly engaged by Questionmark Computing Limited:

Name of Subprocessor	Country	Processing activity
Microsoft Corporation and its affiliates and subsidiaries	European Union	Communications and operations
Questionmark Computing Limited	United Kingdom	Questionmark affiliate

Advanced Assessments Subprocessors

Name of Subprocessor	Country	Processing activity
Amazon Web Services	United States and the European Union	Amazon Web Services is only a subprocessor where the customer uses Advanced Assessments.

When using Advanced Assessments, additional subprocessing entities are used as outlined at www.learnosity.com/subprocessors. These entities are direct subprocessors of Questionmark's affiliates and we are including this information for transparency.