

eArcu Personal Information Subprocessors

From 1 April 2025, the sub-processor list contained in each eArcu services agreement shall be replaced with the following:

Processor	Service	Processing Details	Location
Amazon Web Services, Inc	SAAS / PAAS hosting platform	Candidate/client PI held within eArcu system	All regions. Data storage is localized to nominated client location
	AWS SES Email service - sends to recipient	Processes data related to email sending and receiving, including email content, sender and recipient information and events Stores engagement metrics like delivery and engagement rates for 60 days, while email search retains history for 30 days eArcu has no control over content	
	AWS WAF Security - firewall protection	Limited candidate/client PI stored in web request logs for one month for suspected malicious requests	
Twilio	SMS service – sends to recipient	Stores SMS for diagnostic purposes including recipient phone number eArcu has no control over sms content	US
Zendesk, Inc	Customer service and technical support	Candidate/client PI contained in account information or files created during support communications	EU, US
Zestia Limited - Capsule CRM	Customer service	Client PI in account information/files held within CRM	US
Emapta Versatile Services, Inc	Customer service and technical support	Candidate/client PI contained in account information or files created by customers during support communications.	Philippines
Atlassian Pty Ltd	Customer service and technical support	Candidate/client PI stored in Jira/Confluence if required for solving bugs and client reported problems	EU, UK
Google, LLC	Google Workspace	Client PI processed for internal business purposes via G-Suite products eg G-Drive, Gmail	All regions. Data storage is localized to eArcu
Wiz, Inc	Security - cloud native application protection platform	Access to limited candidate/client PI in the process of evaluating threats and risk to hosted cloud environment and applications	UK, US
Google, LLC	Analytics	Website visitor analytics - may include PI collection including IP address	Global
Monday .com Ltd	Project management	Client PI in account information/files	EU, UK
RChilli, Inc	CV Parsing	Candidate/client PI held within eArcu system	EU, UK

eArcu Sub processors: eArcu engages the following group entities which are subsidiaries/related entities of its parent PageUp People Limited:

Processor	Service	Processing Details	Location
Clinch Technology Limited	Client Support Recruitment Marketing module	Candidate/client PI (on a need-to-know basis)	EU
PageUp People Limited	Client support		Australia
PageUp People Inc	Client support		USA
PageUp People Pte Ltd	Client support		Singapore
PageUp People Limited	Client support		United Kingdom