



Interactive Medica Ltd

Sub-Processors

AWS-Rackspace

Hosting environment is provided by AWS through Rackspace. Rackspace Technology, an AWS Premier Consulting Partner, helps you solve your most complex and transformative cloud challenges and realize the full benefits of AWS.

Rackspace Technology complies with, and has received certification in, a variety of ISO standards, across our global organization: <https://www.rackspace.com/en-gb/compliance/iso>

The AWS Service Terms include the SCCs adopted by the European Commission (EC) in June 2021, and the AWS DPA confirms that the SCCs will apply automatically whenever an AWS customer uses AWS services to transfer customer data to countries outside of the European Economic Area that have not received an adequacy decision from the EC (third countries). As part of the AWS Service Terms, the new SCCs will apply automatically whenever a customer uses AWS services to transfer customer data to third countries. The few customers that have signed an AWS DPA can continue to rely on that AWS DPA because the new SCCs in the AWS Service Terms replace the previous version of the SCCs. Customers can therefore be comfortable that any customer data they transfer to third countries using AWS services has the same high level of protection that customer data receives in the EEA: <https://aws.amazon.com/compliance/gdpr-center/#:~:text=Customers%20can%20use%20the%20controls,data%20processor%20or%20sub%2Dprocessor.>

Nasstar

IT Services are provided by Nasstar, <http://www.nasstar.com>, in their Tier 3 data centre in Telford, their secondary Tier 3 data centre is in London.

Nasstar obtained the ISO 27001 certification in July 2010 and now operate an Information Management System to comply with ISO 27001:2013. To ensure compliance, Nasstar has documented every aspect of the business and has a dedicated portal for the storage and management of ISO 27001 policies and procedures. As part of the ISO27001 accreditation, Nasstar's dedicated Information Security Manager is responsible for ensuring staff compliance. Nasstar also publish a list of their compliance policies on their website.

Nasstar runs monitoring software on our network and data leak prevention software on our email system which is reviewed internally by the IT Deliver Services team. The Nasstar ISMS is



audited by an external Certification Body called SGS. Nasstar's data centres are built with N+1 architecture throughout providing full continuity of service and security.

Ransun Co., Ltd.

Contracted providing Logi expertise and working for Client Solutions team working entirely within Wilmington environment utilising company laptop and following the company policies.

Think of Digital (Think)

Think of Digital (Think) <https://thinkofdigital.com>) provides a Closed Loop Marketing (CLM) solution that integrates with the Interactive Medica (IM) product suite and offers an unique global solution tailored and developed for the life sciences, pharmaceutical and MedTech industries.

Through its integrated offline app, Think enables users to deliver high value interactions with HCPs, manage their day-to-day work; from using interactive visual aids and scientific repositories to reporting calls, planning, and collating valuable insights from their interactions with HCPs. Think also drives users' engagement with your CRM system

The only data the solution manages is user data, adhering to ISO 27001 policies and SLA agreement signed with each client. No client data is managed in the solution, all HCP data is hosted and managed directly from each user's device through advanced encryption and secure communication protocols, meaning users do not have access to the database.