Subprocessors

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See What's Changed

This page lists the third-party service providers (**subprocessors**) that process information for Biza in providing its products and websites. For each one it gives what the provider does for Biza, the information Biza sends to it, where it processes that information, and the Biza products it serves.

Biza hosts its products, and stores Client data and CDR Data, in Australia. CDR Data does not leave Australia, except when it is shared with an Accredited Data Recipient under the Consumer Data Right. Client data goes outside Australia only to a subprocessor listed below as processing outside Australia, for the purpose stated. See clause 7 of the Consolidated Services Agreement.

Provider	Purpose	Information sent	Processing location	Products
Amazon Web Services	Hosting of Biza's products and infrastructure	All data held in the Biza products, including CDR Data	Australia (Asia Pacific (Sydney) region, ap-southeast-2)	Every Biza product
Microsoft Azure	Hosting of Biza infrastructure, and Azure Private Link connections to Client systems, including the HCU Gateway	Data passing over Private Link connections between Biza and the Client's systems	Australia (Australia East and Australia Southeast regions)	HaaS, HaaS Connector for Universe
Twilio SendGrid	Sending one-time password and notification emails to Consumers, where Biza sends them	The Consumer's email address, and the one-time password or notification content	United States	HaaS (Biza Managed SendGrid and Biza Managed OTP)
Telstra	Sending one-time password SMS messages to Consumers, where Biza sends them	The Consumer's mobile number and the one-time password message	Australia	HaaS (Biza Managed OTP)
Auth0 (Okta)	Sign-in for Client Personnel through Biza ID, and sign-in to Biza Guides	Names, email addresses, the identity provider claims of the Client's users, and their roles	Australia	Biza ID, and every product that uses Biza ID to sign in; Biza Guides
Atlassian Jira Service Management	The Biza Service Desk Portal, for support and delivery requests	The names and email addresses of Client contacts, and the content of their requests	Australia	Support for every Biza product

Provider	Purpose	Information sent	Processing location	Products
HubSpot	Customer relationship management and marketing	Business contact details, and visits to Biza websites; for people signed in to Biza Guides, their email address	Australia	Biza websites and Biza Guides
PostHog	Product analytics and session replay on Biza websites	Pseudonymous identifiers, pages visited and interactions, with page text and form inputs masked	United States	Biza websites and Biza Guides
OpenRouter, and the Zero Data Retention model providers it routes to	Answering questions in Ask Biza Guides, the Biza Guides assistant	The question a reader asks and the Biza Guides pages used to answer it	United States and other countries	Biza Guides
Datadog	Log management and monitoring of Biza's hosted services	Application logs from Biza's services, including, for Ask Biza Guides in production, the question a reader asks, the sources of its answer and whether the reader rated it helpful. Logs are kept for 15 days	United States	Biza Guides, and the Biza products whose logs it monitors

How this list changes

Biza updates this list as part of the Documentation. Under clause 18.2 of the Consolidated Services Agreement, Biza gives at least 30 days' notice by email of a material change, and records each change on this page's Change History. The Privacy Policy and the Consumer Data Right Policy describe how Biza handles personal information and CDR Data.