

Document type: record

Sub-processor list.

Business Area: Finance and corporate services

Sub-function: Governance, risk and compliance



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Document control

The version of this document cancels and replaces all previous versions, which should be removed from circulation.

Document information

Item	Information
Document ID	Record
Document owner	Governance, Risk and Compliance
Filename	Sub-Processor List

Document authorisation

Approval	Role
Approval	Legal Counsel
Reviewer(s)	Group Risk & Compliance Integration Manager
Author	Supplier Assurance Manager

Document history

Version	Description of approved changes	Date
1-5	Document creation and previous versions within a different structure and template. Now removed from circulation.	
6	Establish, implement, publish, and communicate the Zellis sub-processor list on the new governance collateral and update the sub-processor list.	16 May 2023
7	Update sub-processor list to include Group Zellis and Moorepay sub-processors.	18 Mar 2024
8	Quarterly review of sub-processor list to remove those no longer in use, add any new and amend existing details as necessary.	11 Jun 2024
9	Quarterly review of sub-processor list to remove those no longer in use, add any new and amend existing details as necessary.	21 Oct 2024
10	Review of sub-processor list to remove those no longer in use, add any new and amend existing details as necessary.	14 Feb 2025
11	Review of sub-processor list to remove those no longer in use, add any new and amend existing details as necessary.	06 Jun 2025
12	Review of sub-processor list following acquisition of elementsuite.	17 Jul 2025

Version	Description of approved changes	Date
13	Review of sub-processor list following acquisition of Hastee HR Ltd and its subsidiaries. Added Benify sub-processors.	13 Aug 2025
14	Review of sub-processor list to remove those no longer in use, add any new and amend existing details as necessary.	19 Nov 2025

Terms and Definitions

Terms and definitions defined by statutory and regulatory requirements or internationally recognised standards. See definitions as outlined in the Zellis Group Terms and Conditions.

Introduction

The Zellis Group sub-processor list is a controlled document that is reviewed and updated whenever there is a change in our supply chain where the sub-processor is handling customer data.

The internal governing documents for maintaining the sub-processor list are established, implemented, and maintained to achieve the required standards of compliance and ensure customer information flows between the parties effectively, efficiently, and securely. Data management practices within the group are documented, implemented, and maintained and reviewed at least annually. Updates to this document may be communicated via the customer help centre.

This sub-processor list provides the details of our sub-processors utilised for each of our products and services. Customers should search this list by referring to the appropriate brand, then the product and service provision under contract. Please note that this list is not exhaustive and if you are receiving any bespoke services, other sub-processors may be involved in the provision of services. Zellis Group may notify you of this in your underlying contract or otherwise in writing.

Some data processing may be at locations outside the UK and the EEA. Any data transferred outside the UK and the EEA is treated as safely and securely as it would be within the UK and under the GDPR.

Contact us

Customers should engage with their customer relationship representative or commercial account manager with any queries regarding the Zellis Group sub-processor list.

Sub-processor list

Brand: Zellis Group

Zellis Group of companies

Data may be processed by members of the Zellis Group of companies, including, but not limited to, those set out below and any sub-entities. Valid data transfer agreements are in place for any transfers of data between Zellis Group companies, in line with legislative requirements (available on request). Details of the Zellis Group of companies are available on request.

Sub-processor	Address	Processing locations	Nature of processing
Zellis UK Ltd	740 Waterside Drive Aztec West Almondsbury Bristol BS32 4UF United Kingdom	United Kingdom.	Provision of the services set out in your contract.
Zellis India HR Private Ltd	6 th Floor, Athulya Building Special Economic Zone (SEZ) Kakkanad Athulya Road, Infopark Campus Kochi, Kerala 682042 India	India.	This sub-processor may be used for support services/processes. As a result, they may process your data or support manual interventions of your data. Data is held in the infrastructure within the United Kingdom and/or European Economic Area. Colleagues in India can access but without extraction rights.
Zellis Ireland Ltd	26 Pembroke Street Upper Dublin 2 D02 X361 Ireland	Ireland.	Provision of the services set out in your contract.
Elementsuite Ltd	740 Waterside Drive Aztec West Almondsbury Bristol BS32 4UF United Kingdom	United Kingdom.	Provision of the services set out in your contract.
Moorepay Ireland Ltd	26 Pembroke Street Upper Dublin 2 D02 X361 Ireland	United Kingdom, Ireland.	Provision of the services set out in your contract.

Sub-processor	Address	Processing locations	Nature of processing
Moorepay Ltd	740 Waterside Drive Aztec West Almondsbury Bristol BS32 4UF United Kingdom	United Kingdom.	Provision of the services set out in your contract.
Benifex Ltd	Mountbatten House Grosvenor Square Southampton Hampshire SO15 2JU United Kingdom	United Kingdom, Ireland, Philippines.	Applicable to employee rewards and benefits schemes. Support services/processes only from Philippines.
Hastee Benefits Ltd	740 Waterside Drive Aztec West Almondsbury Bristol BS32 4UF United Kingdom	United Kingdom, EEA.	Provision of the services set out in your contract.
Hastee Technologies HR Ltd	740 Waterside Drive Aztec West Almondsbury Bristol BS32 4UF United Kingdom	United Kingdom, EEA.	Provision of the services set out in your contract.
Hastee Europe SL (Spain)	Plaza Pau Vila 1 Esc. A 2 08039 Barcelona Spain	EEA.	Provision of the services set out in your contract.

Product / service provision: Data Centres

For the avoidance of doubt, the below are sub-contractors and not sub-processors as they do not have access to customer data.

Company name	Physical location	Nature of service
Company name Colt Data Centre Services UK Limited Tradename Colt	United Kingdom.	This data centre is located in the United Kingdom at a different national grid region to our backup data centre, and there is sufficient physical distance between the two to satisfy disaster recovery plans. Customer data is stored on servers that are owned and managed in their entirety by Zellis Group. Colt has no direct authorisation or access to the servers of Zellis Group. Colt provides the physical environment only and, as such, is subject to physical security assessments and controls in line with ISO27001.
Company name Wavenet Limited Tradename Wavenet	United Kingdom.	Wavenet provides our backup data centre, located in the United Kingdom at a different national grid region to our main data centre, and there is sufficient physical distance between the two to satisfy disaster recovery plans. Customer data is stored on servers that are owned and managed in their entirety by Zellis Group. Wavenet has no direct authorisation or access to the servers of Zellis Group. Wavenet provides the physical environment only and, as such, is subject to physical security assessments and controls in line with ISO27001.

Product / service provision: Ireland Specific Services

Sub-processor name	Address	Processing location	Nature of processing
Company name Microsoft Ireland Operations Limited and its Affiliates and Partners Tradename Microsoft	One Microsoft Place South County Business Park Carmanhall and Leopardstown Dublin D18 P521	European Economic Area (EEA).	Provide Microsoft Azure public cloud services and infrastructure.
Company name Relate Software Development Limited Tradename EuroPay	Unit 35, Duleek Business Park Duleek Co Meath A92 N15E	EEA.	Payroll software for some of our customers in Ireland.
Company name CyberFortress Tradename CyberFortress	Regus Block 1 Blanchardstown Corporate Park Ballycoolen Road Blanchardstown Dublin D15 AKK1	United Kingdom, EEA.	Only applicable to your service if you are purchasing Optimum within Ireland. Sub-processor provides a backup service which stores copies of your employee's identification badges and includes data such as name, photos and job titles.
Company name INDN City Express Tradename INDN	Classic House Green Street Rotunda Dublin D07 K76P	EEA.	Courier services. The courier will have access to sealed packages that may contain your personal data (e.g., payslips)
Company name An Post Tradename An Post	General Post Office O'Connell Street Lower Dublin 1 D01 F5P2	EEA.	Franking and postage services. They will have access to sealed packages that may contain your personal data (e.g., payslips)

Product / service provision: Background Checking Services

Sub-processor name	Address	Processing location	Nature of processing
Company name Microsoft Ltd Tradenname Microsoft	Microsoft Campus Thames Valley Park RG6 1WG United Kingdom	United Kingdom, European Economic Area (EEA).	Provide Microsoft Azure public cloud services and infrastructure.
Company name CIFAS Tradenname CIFAS	6 th Floor Lynton House 7-12 Tavistock Square London WC1H 9LT United Kingdom	United Kingdom.	Applicable to your service if you have requested a UK fraud checking service.
Company name TransUnion International UK Limited Tradenname TransUnion	One Park Lane Leeds West Yorkshire LS3 1EP United Kingdom	United Kingdom.	Applicable to your service if you have requested a financial / ID information checking service.
Company name Disclosure and Barring Service (DBS) Tradenname DBS	PO Box 3961 Royal Wootton Bassett SN4 4HF United Kingdom	United Kingdom.	Applicable to your service if you have requested a UK criminal record checking service.
Company name Disclosure Scotland Tradenname Disclosure Scotland	PO Box 250 Glasgow G51 1YU United Kingdom	United Kingdom.	Applicable to your service if you have requested a Scotland criminal record checking service.
Company name Keesing Reference Systems B.V. Tradenname Keesing	Hogehilweg 17 1101 CB Amsterdam The Netherlands	EEA.	Applicable to your service if you have requested a passport verification checking service.
Company name Neotas Limited Tradenname Neotas	3 rd Floor, 86-90 Paul Street London EC2A 4NE United Kingdom	United Kingdom.	Applicable to your service if you have requested a social media check on your employees.
Company name Trust Payments Limited Tradenname Trust Payments	No.1 Royal Exchange London EC3V 3DG United Kingdom	United Kingdom.	Card payment processing.

Sub-processor name	Address	Processing location	Nature of processing
Company name TrustID Limited Tradename TrustID	The Blade, Abbey St Reading RG1 3BA United Kingdom	United Kingdom, EEA.	Applicable to your service if you have requested a right to work or DBS check on your employees. TrustID complete the digital identity document verification.
Company name Sterling (EMEA) Limited Tradename Sterling	Suite 6 First Floor Axis 2 Axis Court Swansea Vale Swansea SA7 0AJ United Kingdom	United Kingdom.	Applicable to your service if you have requested a background checking service on your international employees.
Company name Driver and Vehicle Licensing Agency Tradename DVLA	Long View Rd Morrison Swansea SA6 7JL United Kingdom	United Kingdom.	Applicable to your service if you have requested a driving record check on your employees.
Company name London Stock Exchange Group (LSEG) Tradename Refinitiv	Five Canada Square Canary Wharf London E14 5AQ United Kingdom	United Kingdom.	Applicable to your service if you have requested media and sanctions checks on your employees.
Company name Workpass Limited Tradename Workpass	5 Franklin Court Stannard Way Priory Business Park Bedford MK44 3JZ	United Kingdom.	Employment and income verification.
Company name Jisc Services Limited Tradename Prospects HEDD	4 Portwall Lane Bristol BS1 6NB United Kingdom	United Kingdom.	Verification of higher education degrees and other qualifications.
Company name Twilio Inc Tradename SendGrid	1801 California Street Suite 500 Denver CO 80202 United States of America	United States of America.	Operational SMS messages to applicants in connection with their background check.

Brand: Zellis

Product / service provision: Payroll / HR Services

Sub-processor	Address	Processing locations	Nature of processing	Payroll	HR
Company name Bottomline Technologies Ltd Tradename Bottomline	1600 Arlington Business Park Theale Reading RG7 4SA United Kingdom	United Kingdom.	Payment service software for the Bacs bureau payment processing.	✓	
Company name MBA Group Limited Tradename MBA	MBA House Garman Road London N17 0HW United Kingdom	United Kingdom.	Applicable if your employee payslips, P60s and P11Ds are printed, or printed and posted.	✓	
Company name Modulr Finance Limited Tradename Modulr Faster Payments	Scale Space White City 58 Wood Lane London W12 7RZ United Kingdom	United Kingdom.	Applicable if you purchase the Faster Payments service. This sub-processor will receive payment information on your customer account (source of funds) and will process payments to your employees.	✓	
Company name Bacs Payment Schemes Ltd Tradename Bacs	2 Thomas More Square London E1W 1YN United Kingdom	United Kingdom.	Applicable if you purchase the Bacs bureau payments service. This sub-processor will receive payment information on your customer account (source of funds) and will process payments to your employees.	✓	
Company name Workato, Inc. Tradename Workato	WeWork 1 Poultry London EC2R 8EJ United Kingdom	United Kingdom, EEA.	Applicable to your service if you utilise certain HCM connectors and applicable to support marketing and billing activity.	✓	✓
Company name Microsoft Ltd Tradename Microsoft	Microsoft Campus Thames Valley Park Reading RG6 1WG United Kingdom	United Kingdom, EEA.	Provide Microsoft Azure public cloud services and infrastructure.	✓	✓

Sub-processor	Address	Processing locations	Nature of processing	Payroll	HR
Company name RingCentral UK Ltd Tradenname Ring Central	85 Uxbridge Road 4 th Floor Ealing London W5 5TH United Kingdom	United Kingdom, EEA, Switzerland.	Telecoms. Used to support contact centre services.	✓	✓
Company name Restore PLC Tradenname Restore	The Databank Unit 5 Redhill Distribution Centre Salbrook Road Redhill Surrey RH1 5DY United Kingdom	EEA.	Secure storage solution for archived files.	✓	✓
Company name DX Network Services Limited Tradenname DX Network	Ditton Park Roding Court Road Datchet Slough SL3 9GL United Kingdom	United Kingdom.	Courier will have access to sealed packages that may contain your personal data (e.g. a payslip).	✓	✓
Company name Royal Mail Group Tradenname Royal Mail	100 Victoria Embankment London EC4Y 0HQ United Kingdom	United Kingdom.	Courier will have access to sealed packages that may contain your personal data (e.g. a payslip).	✓	✓
Company name Arrival Couriers Tradenname Arrival	114 Coniston Road Peterborough PE4 7GU United Kingdom	United Kingdom.	Courier will have access to sealed packages that may contain your personal data (e.g. a payslip).	✓	✓
Company name Twilio Inc Tradenname SendGrid	1801 California Street Suite 500 Denver CO 80202 United States of America	United States of America.	Email services out of Zellis HCM AIR/Cloud in Microsoft Azure.	✓	✓

Sub-processor	Address	Processing locations	Nature of processing	Payroll	HR
Company name ServiceNow UK Ltd Tradename ServiceNow	Strata Building 1 Bridge Street Staines-upon-Thames TW18 4TW United Kingdom	United Kingdom, EEA.	Manage and process ServiceNow case records that 1) you use for reporting service issues to Zellis and/or 2) as the Managed Service employee case records system We use it to process any data inputted by you or your employees (in case 2 above) in relation to the ServiceNow case record. (We assume this could include personal data such as job title, location, contact details, names, and so on). Zellis do not directly share any of your personal data with ServiceNow.	✓	✓
Company name Commissum Associates Ltd Tradename Resillion	22 Gas Street Birmingham B1 2JT United Kingdom	United Kingdom, EEA.	Managed services security provider for the detection and response of security incidents and vulnerabilities.	✓	✓
Company name Datascaler Inc Tradename datascaler	24 Madison Avenue Maplewood NJ 07040 United States of America	EEA.	Data migration services from your systems to Zellis systems, to support your onboarding journey.	✓	✓
Company name Churnzero Inc Tradename Churnzero	717 D Street Washington DC 20004 United States of America	United States.	Manage communications and customer success. We use it to process data inputted by you in relation to email communications. (We assume this could include personal data such as job title, location, contact details, names, and so on). Zellis do not directly share any of your personal data with Churnzero.	✓	✓
Company name Cornerstone OnDemand Limited Tradename Cornerstone	4 Coleman Street London EC2R 5AR United Kingdom	United Kingdom, EEA.	Applicable if you purchase an additional recruitment, performance, learning management or additional talent module within your service provision.		✓
Company name ITS Software Systems Limited Tradename Eploy	Eploy Edwin Avenue Hoo Farm Ind Estate Worcester Road Kidderminster Worcestershire DY11 7RA United Kingdom	United Kingdom.	Applicable if you purchase the talent acquisition software through Eploy within your service provision.		✓
Company name Cegid Limited Tradename Talentsoft	8 Rue Heyrault 92100 Boulogne Billancourt France	EEA.	Applicable if you purchase an additional recruitment module within your service provision.		✓

Sub-processor	Address	Processing locations	Nature of processing	Payroll	HR
Company name RotaGeek Limited Tradename RotaGeek	71 – 75 Shelton Street London WC2H 9JQ United Kingdom	United Kingdom, EEA.	Applicable if you purchase the workforce management software within your service provision for time and attendance monitoring.		✓
Company name Grosvenor Technology Ltd Tradename GT Protect, GT Connect	Unit S, The Fulcrum Centre Mannings Heath Poole BH12 4NU United Kingdom	United Kingdom.	Applicable if you purchase clocking devices as part of the Time and Attendance module.		✓

Product / service provision: Elementsuite Products / Services

Sub-processor	Address	Processing locations	Nature of processing
Company name Allies Computing Ltd Tradename Postcoder	92 St. Faiths Lane Norwich NR1 1NE United Kingdom	United Kingdom.	Postcoder is a bank sort code look-up API that it utilised for maintenance and validation of the employee address details.
Company name Theano GmbH Tradename IBAN-rechner	Kiefernweg 8 49205 Hasbergen Germany	European Economic Area (EEA).	Bank account validation for IBANs, bank account numbers and sort codes.
Company name Amazon Web Services EMEA Sarl Tradename AWS	1 Principal Place Worship Street London EC2A 2FA United Kingdom	EEA.	Hosting and related services. All data is held within AWS infrastructure.
Company name Microsoft Ltd Tradename Microsoft	Microsoft Campus Thames Valley Park Reading RG6 1WG United Kingdom	United Kingdom, EEA.	Provide Microsoft Azure public cloud services and infrastructure.

Sub-processor	Address	Processing locations	Nature of processing
Company name Phase 3 Consulting Limited Tradename Phase 3	Swan Square 56 Oak Street Manchester M4 5JA United Kingdom	United Kingdom.	Digital transformation consultants.
Company name LRQA Group Limited Tradename Nettitude	1 Trinity Park Bickenhill Lane Birmingham B37 7ES United Kingdom	United Kingdom.	Penetration testing. Typically, testing would be against an environment that does not contain personal data, however we may on occasion test against environments containing live data.
Company name OpenAI Ireland Limited Tradename OpenAI	1 st Floor The Liffey Trust Centre 117-126 Sheriff Street Upper Dublin 1 D01 YC43 Ireland	United States of America.	ChatGPT services for management of tier 1 customer queries.
Company name Synel Industries (UK) Limited Tradename Synel	Transputec House 19 Heather Park Drive Wembley Middlesex HA0 1SS United Kingdom	United Kingdom.	Clocking devices.
Company name TrustID Limited Tradename TrustID	The Blade, Abbey St Reading RG1 3BA United Kingdom	United Kingdom, EEA.	Digital identity document verification.
Company name Brain Payroll UK Limited Tradename Brain Payroll	128 City Road London EC1V 2NX United Kingdom	United Kingdom.	Payroll software used as part of the Gross to Net module.

Brand: Hastee

Product / service provision: Financial Wellbeing

Sub-processor name	Address	Processing location	Nature of processing
Company name Checkout SAS Tradename Checkout.com	20 bis rue La Fayette 75009 Paris France	European Economic Area (EEA).	Card payment processing.
Company name GoCardless Ltd Tradename GoCardless	Sutton Yard 65 Goswell Road London EC1V 7EN United Kingdom	United Kingdom, EEA.	Direct Debit payment processing.
Company name Nudge Global Ltd Tradename Nudge	10 Orange Street London WC2H 7DQ United Kingdom	EEA.	Financial education platform.
Company name Revolut Bank UAB Tradename Revolut	Konstitucijos ave. 21B, Vilnius LT – 08130 Republic of Lithuania	United Kingdom, EEA.	Payment service for GBP transactions.
Company name Modulr Finance Limited Tradename Modulr	Scale Space White City 58 Wood Lane London W12 7RZ United Kingdom	United Kingdom, EEA.	Faster Payments service for EUR transactions and payments across the SEPA zone in Europe.
Company name Sendinblue SAS Tradename Brevo	106 boulevard Haussmann, 75008 Paris France	EEA.	Marketing email tool.
Company name OneSignal, Inc. Tradename OneSignal	201 S. B Street San Mateo CA 94401 United States	United Kingdom, United States.	Push notification and in-app notification tool.
Company name Typeform S.L. Tradename Typeform	C/ Can Rabia 3-5 4th floor 08017 Spain	EEA.	Survey tool.

Sub-processor name	Address	Processing location	Nature of processing
Company name Xero (NZ) Limited Tradename Xero	19-23 Taranaki Street Te Aro Wellington 6011 New Zealand	EEA, New Zealand.	Accounting and invoices.
Company name Churnzero Inc Tradename Churnzero	717 D Street Washington DC 20004 United States of America	United States.	Manage communications and customer success. We use it to process data inputted by you in relation to email communications. (We assume this could include personal data such as job title, location, contact details, names, and so on). Zellis do not directly share any of your personal data with Churnzero.

