

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.>

Nagarro

Nagarro is a global digital engineering company operating in more than 36 countries, delivering secure and scalable IT services across multiple industries.

The company is ISO 27001 certified, demonstrating its commitment to strong information security practices and the protection of client data.

Nagarro also maintains additional certifications, including CMMI Level 5 and SOC 2 Type II (India & US), supported by a dedicated governance team that oversees compliance and information security controls.

Their security framework incorporates risk-based processes, continuous internal audits, and alignment with GDPR requirements to ensure reliable and secure service delivery.

Ransun Co., Ltd.

Contracted providing Logi expertise and working for Client Solutions team working entirely within HSJ 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.