



Axco Insurance Information Services Limited

Sub-processors

- **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.

- **Azure**

Critical systems, including SQL servers, APIs, and front-end code, are hosted on Microsoft Azure. Azure also supports our development environment, which includes virtual machines, development servers and Azure DevOps for CI/CD.

Azure is accredited with key certifications like ISO/IEC 27001, PCI DSS, and others, reflecting its commitment to data protection and privacy. The platform ensures the safety of client-facing applications with advanced encryption and strict access controls.

In addition to hosting our production environment, Azure's versatile infrastructure facilitates our development processes, offering a scalable and secure platform for our developers to build and test applications efficiently.

Azure's comprehensive backup solutions and disaster recovery capabilities further fortify our data resilience, ensuring business continuity and data integrity across our operations.

- **Sanity**

Some Axco product content is stored in the headless CMS with Sanity.io, which is hosted on the Google Cloud Platform, and undergoes regular independent audits for a range of standards including ISO 27001, ISO 27017, ISO 27018, SOC 2, SOC 3, CSA STAR, HIPAA, and PCI DSS.

Further information relating to security and compliance for Sanity.io can be found [here](#).

- **SendGrid**

Transactional email is sent using Twilio SendGrid, <https://sendgrid.com>. This covers messages such as password resets, account notifications and product alerts. The data processed is limited to the recipient's email address and the content of the message.

SendGrid is a Twilio company. Messages are processed on SendGrid's global infrastructure, which is located in the United States.

Twilio maintains certifications including ISO/IEC 27001 and SOC 2 and publishes its security and compliance information at <https://www.twilio.com/en-us/legal/security>.