

Learnosity Subprocessors

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Learnosity and its subprocessors process Licensee (customer) personal data only in a very limited manner. Typically, Learnosity and its subprocessors only receive a numerical or other pseudonymous ID of learners and do not know the identity or demographics of learners. Here is the current list of Learnosity subprocessors. Depending on the products and services ordered by the Licensee, some of these subprocessors may not be in scope.

Subprocessors that may process learner as well as administrator/author personal data:

Subprocessor	Country	Processing activity
Amazon Web Services	United States Ireland Australia	Secure Cloud Service Platform, including hosting/data center services and generative AI functionality used by AI Products.
Microsoft Corporation and its affiliates and subsidiaries, including Azure AI Studio supported foundational models	United States	Host provider/data center and generative AI functionality used by AI Products.
Uva Software, LLC ("Scanii")	United States and European Union	Used to scan files for malicious content uploaded as part of the response/question. Scans files only and does not permanently store personal data.
Google Australia Pty Limited and its affiliates and subsidiaries	Australia United States European Union	Infrastructure, email and support services; including generative AI functionality used by AI Products.
Weights and Biases, Inc.	United States	Traces and monitors LLM functionality within AI Products and features.

Subprocessors that principally process administrator/author personal data:

Subprocessor	Country	Processing activity
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Zendesk, Inc.	United States	Learnosity uses Zendesk as its technical support ticketing system and it may process information of Licensee administrators. Will only process personal data that Licensee shares when submitting tickets.
Atlassian Corporation	Australia	Jira/Confluence products and services usage. These systems are mainly used for bug reporting and are integrated with Zendesk, meaning some information provided by Licensee to Zendesk may be passed to Atlassian.
Twilio (Optional subprocessor only)	United States	Twilio is used for optional multi-factor authentication by authors and administrators.

Learnosity Affiliates:

Subprocessor	Country	Processing activity
Learnosity Inc.	United States	Affiliate and provider of services to Learnosity Limited.
Learnosity Pty Limited	Australia	Affiliate and provider of services to Learnosity Limited.
Questionmark Computing Limited, Questionmark Corporation, Questionmark GmbH ("Questionmark")	United Kingdom United States Germany	Affiliate of Learnosity Limited. Only very limited processing of personal data.

Optional subprocessors

Mathpix, Inc	United States	Mathpix, Inc is only a subprocessor if the customer purchases the optional service to convert math or text in photographs of customer data into searchable, exportable, and machine-readable text or math.
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