

Our Subprocessors

Subprocessor	Service	Purpose	Storage location	Student data shared
Amazon Web Services (AWS)	Cloud hosting	Secure hosting of platforms and data	Australia, US, EU	Yes (hosting)
Microsoft Azure	Cloud services	Application hosting and operations	US, EU	Yes (hosting)
Microsoft O365	Communications	Email, document storage	AU, US	No
Cloudflare	CDN and security	Performance and protection	Global	Transit only
Apple App Store	App distribution	Mobile app distribution	US	No
Google Play Store	App distribution	Mobile app distribution	US	No
Hotjar (anonymised config.)	Product analytics	Service improvement insights	EU / US	No
Braze	Marketing & User experience analytics	Parent-facing marketing onboarding analytics	AU	No
Salesforce / Marketing Cloud	CRM and marketing	School Support, Account management and marketing (consent)	AUS / US	No
Chargebee	Subscription management	B2C subscription billing and renewals	US	No
Freshdesk	Customer support ticketing	Handling support correspondence	US	Parent-initiated only
ClassLink / Clever / Wonde	School-directed rostering	Receiving school roster data (B2B only)	US / UK / Global	Yes (B2B only, school-directed)
Firebase	Technical Analytics	Parent app analytics, crash reporting, feature flags/remote config, performance monitoring, push notifications, and test build distribution	US	No
Appsflyer	Attribution Analytics	Parent app marketing attribution and campaign tracking.	US	No
Ortto	CRM marketing (LiteracyPlanet)	Teacher marketing CRM and campaign tracking.	AU	No
Google LLC (Google Ads – Customer Match)	Audience matching / advertising	Parent-facing B2C marketing – audience targeting and suppression	US	No