

# Data processors

This page explains what third-party providers Rosa uses, when processing personal data. “Rosa” is Rosa ASBL, a non-profit organization established at Cantersteen 10, 1000 Brussels, with enterprise number 0745.832.604.

This document is part of the [privacy policy of Rosa](#) and of the [data processing agreement](#) between Rosa and its professional users.

To communicate with Rosa about data processors used to process personal data, please send an email to [gdpr@rosa.be](mailto:gdpr@rosa.be).

## Data processors

Rosa relies on services provided by other companies to perform its data processing activities. These companies may be considered as “data processors” under the applicable privacy laws.

Where Rosa engages data processors, Rosa ensures that they are subject to data protection obligations that provide at least the same level of protection for personal data as those in its privacy policy and data processing agreement (including, where appropriate, the Standard Contractual Clauses). As between you and Rosa, Rosa will remain responsible for any acts or omissions of its data processors as if they were Rosa’s acts or omissions.

### Data processors used for the Rosa applications

<b>Data processor</b>	<b>Description of processing</b>	<b>Data location</b>	<b>Types of data</b>
Amazon Web Services EMEA SARL (Luxembourg)	Cloud hosting	EU	Main hosting for all data processed in the Rosa applications
Auth0, Inc (USA)	Identity management	EU	Auth0 receives and stores basic information in the course of authenticating users into the application.
MongoDB Limited (Ireland)	Database	EU	Patient, Appointment and Health Professional data
CM.com Belgium NV (Belgium)	SMS reminders	EU	Phone number, appointment details.

Pendo, Inc (USA)	Onboarding, product analytics	EU	Basic user details about usage of the application and metadata about interactions between Rosa staff and its customers.
KEYMETRICS SAS	Process Manager - Keeps our application running and capture logs	EU	Technical data such as IP address, OS and browser version.
New Relic	Infrastructure, Quality, and Real User Monitoring	EU	Technical data such as IP address, OS and browser version. Basic user details about usage of the application.
Google Ireland Ltd (Ireland)	Google analytics	EU, USA	Statistics about user configuration and website visits.
Facebook Pixel	Facebook ads	USA	Statistics about user behavior & website visits
Hotjar Ltd	Website and product analytics services	EU (user and usage data) USA (exception-based logging)	<ul style="list-style-type: none"> <li>• Anonymised User ID,</li> <li>• Attributes (such as speciality, language, location, days-active),</li> <li>• Country,</li> <li>• Device,</li> <li>• Operating System,</li> <li>• Browser,</li> <li>• Screen activity.</li> </ul>

#### Data processors used for the other activities of Rosa

Data processor	Description of processing	Location of processing	Types of data
Google Ireland Ltd	Email	EU	Communications

(Ireland)			with Rosa staff by email.
Google Ireland Ltd (Ireland)	Workspace (Docs, Sheets, Slides, etc.)	EU	Production data to manage support
HubSpot Ireland Ltd (Ireland)	Communication with users and prospects for marketing, relationship management and support; collection of data for product and services improvement purposes.	Ireland, USA	Personal details, communications with Rosa staff by email and metadata about those communications.
Partena Promeris Corporate Services GIE (Belgium)	Billing and accounting	EU	Details of the customers and vendors, billing and payments information.
Tableau	Reading and visualizing data from database	EU	All Production database
Atlassian	Processing of data to import into Rosa main system	EU	All customer data to be imported including patient and medical data.
Socket, Inc. (doing business as 'Wormhole')	File sending between health professionals and Rosa	USA	End-to-end encrypted customer data to be imported, including patient and medical data.
Datawarehouse.io A Bayard Bradford Company	Automated format of Hubspot data to feed Tableau dashboards	EU	All Hubspot data

## Changes to this document

This document enters into force as of 20 June 2022. We keep this document under regular review to ensure it is current and we may update it over time to reflect the changes in our services and data processing activities. If we do so, we will post the updated document on this webpage.

## Summary of changes

Version number and effective date	Change(s) made
V1.0 - 14 January 2022	
V1.1 - 1 February 2022	<p>Addition of Socket, Inc to the list of data processors.</p> <p>Addition of New Relic to the list of data processors.</p>
V1.2 - 7 February 2022	<p>Addition of Google Ireland Ltd to the list of data processor for the Workspace suit</p>
V1.3 - 11 March 2022	<p>Location of the processing updated for Google (EU instead of USA)</p>
V1.4 - 1 April 2022	<p>Addition of Hotjar to the list of data processors</p>
V1.5 - 9 May 2022	<p>Removal of Functional Software, Inc. doing business as "Sentry" as a data processor (as of 22 April 2022) and addition of Datawarehouse.io</p> <p>A Bayard Bradford Company as a data processor (as of 9 May 2022).</p>
V1.6 - 20 June 2022	<p>To better understand the performance of our onboarding, we process some metadata about interactions between our staff and our customers. To reflect this, we have made some changes to the description of the processing activities via Hubspot and the types of data processed via Hubspot and Pendo. We would also like to use Hotjar to send surveys for analytical and quality improvements purposes. We have therefore slightly edited the description of the processing as well as the data processed. Finally, we have clarified that Partena Promeris might also process the personal data of our vendors (and their staff) for billing and accounting purposes.</p>