EmpLive: Third parties (sub-processors) who store, process, or access customer data

Overview

This list of third parties is generally applicable to all WFS Australia Pty Limited customers unless specific data restrictions have been contracted. Not all these third parties apply to all customers.

Data Centers and Infrastructure-as-a-Service providers

Data centers and infrastructure-as-a-service providers may store but cannot access customer data.

Sub-Processor	Country	Purpose
Microsoft Azure	Sydney, Australia	Microsoft Azure cloud infrastructure
Microsoft Azure	Canberra, Australia	Microsoft Azure cloud infrastructure, Disaster recovery

Affiliates and Third Parties used to provide ongoing support & services as part of the SaaS Agreement with the customer

These sub-processors provide third-level software development support for troubleshooting customer issues. These sub-processors may have access to all customer data.

Affiliates	Country	Purpose
WFS Australia Pty Limited	Australia	Development and Support Services
WorkForce Software LLC	United States	L1 & L2 Support
WorkForce Software Limited	England	L1 & L2 Support
Sub-Processor	**Country**	**Purpose**
Digital Intelligence Systems LLC (United States)	India	L1 & L2 Support Development Services

TimeXperts, Pvt, Ltd.	Pakistan	Development Services (to be formally terminated by the end of 2025). These Development Services will be migrated to Digital Intelligence Systems LLC and GlobalLogics Inc.
GlobalLogics Inc. (United States)	India	L3 Support Development Services

Sub-Processors used to provide features to EmpLive

Sub-Processor	Country	Processing performed	Data accessed or processed
Firebase Google, Services	Online	Mobile Push Notifications	Mobile device ID
MessageMedia (Message4U Pty Ltd)	Australia	SMS Services	Phone number
SQL, Sentry, LLC d/b/a Sentryone	United States	Application Performance Monitoring	IP address
Noah Facial Recognition Pty Ltd (Applicable only if contracted for NoahFace services)	Australia	Capture of clocking events to populate employee timesheets.	Employee attributes, i.e. employee number, name (email and phone are optional). Biometrics for facial recognition (if employees opt-in).
Twilio SendGrid	Online	Email delivery	Email address and the content of the email to the employees
Actatek Pte Limited	Singapore	Capture of clocking events to populate employee timesheets.	Employee registration number Biometrics for both finger and/or facial recognition

Sub-Processors used to perform professional services

Sub-Processor	Country	Processing performed	Data accessed or processed
Global Logics, Inc. (United States)	India	Business rule and interface configuration and testing, reporting writing, clock configuration, project management service or other global services.	Employee personal information including names, address, telephone numbers, emails, bank account information, super fund details, salaries and wages.

Additional sub-processors may be listed in the Statement of Work.