Vendor management at Mediaocean

At Mediaocean, we have implemented a Vendor Management policy to ensure that:

- Vendors have implemented appropriate technical and organizational measures to ensure the protection of any data, software or resources entrusted to them in accordance with contractual agreements and applicable laws, and

- We have implemented any controls or security measures which the vendor has identified as being necessary to ensure the continuing protection of the data, software or resources that have been entrusted to them.

This policy includes conducting risk assessments to identify security requirements to be met by the vendor, ensuring these requirements are covered in our agreement with the vendor, and obtaining confirmation on an at least annual basis that the security requirements continue to be met.

What types of vendors do we use?

Mediaocean uses the following classes of vendors in providing our contracted services to clients:

1. Data centers. Most of our application suites are hosted externally, at co-location facilities or at Amazon Web Services. At co-location facilities, Mediaocean provides, owns and maintains all equipment used to provide our contracted services; in the case of systems hosted at Amazon Web Services, Mediaocean staff retain responsibility for all systems administration, and AWS staff have no logical access to our systems.

2. Off-site storage facilities. While our principal back-up strategy is to mirror data to a secondary failover site, we also take daily transactional backups on physical or virtual tapes, so that if there is any compromise of our production site we can still recover from tape. We also retain archival back-ups to meet contractual requirements for long-term retention of data. In some cases, tapes are held at Mediaocean offices or data centers which are geographically separate from the production site; in other cases, the tapes are retained at secure off-site storage facilities.

3. Data warehouses. This service is applicable to Business Intelligence and Business Analytics users only. .

4. Outsourced professional services. These contractors are engaged to provide technical and application support services to supplement our global teams. They provide technical and back-office services for all regions, especially for hours of coverage outside of our published support business hours. Additionally, teams of contractors may be assigned to work on specific implementation or development projects under supervision of Mediaocean team leaders. They also provide some light application support for our APAC region.

5. Ancillary services. These are services which are not used to process client production data but which are coupled to our application suites and provide logs, analytics and supplementary information about how our customers are using our applications in order to help us optimize and enhance services.

Please see tables below in the Sub-processor list for details of the vendors we use in each of these categories.

We additionally use vendors to help us run our business, including to run our support portal and mailing systems.

Personal information

Mediaocean processes the following categories of personal information in providing our contracted services to clients:

1. Business contact information (name, job title, business email, office address & phone number)

2. Authentication details (user names)

3. Audit trail information (logs showing which user changed what, when)

As we state in our in our [privacy policy](#), we recognize and respect users' privacy rights with regard to personal information. Where personal information is collected, stored or used by our client companies using our hosted systems, our sole function is to provide technical support to run the systems for the benefit of our clients. We carry out our clients'

instructions in accordance with our contractual agreements and applicable laws, for example the European General Data Protection Regulation EU 2016/679.

Under the requirements of the GDPR, Mediaocean commits to giving at least 30 days' advance notice if we plan to start using a new vendor in the delivery of our contracted services to EU clients. We'll give this notice by making an update to the sub-processor list below. Please make sure that you subscribe to updates to this page if you wish to receive email notifications of such changes.

Sub-processor list

Provider	Location(s)	Service(s) supported
Data centers		
Amazon Web Services	Ireland, India, United States, Singapore, Paris, China	All
Kyndryl	New York, United States	Aura, Dealmaker, Prisma, PfS, AV, DS, OX
Iron Mountain	Haarlem, Netherlands	Symsys
QWEB (formerly Mijnserver)	B.V. Rotterdam, Netherlands	Symsys
Service Express	Bedfordshire, United Kingdom	Aura, DS
Off-site storage		
Amazon Web Services	United States	All
Iron Mountain	Kentucky & New York, United States	AV, OX
Vital Records	New Jersey, United States	Historical back-ups only for Aura, Prisma, DS, OX
Data warehouses		
Snowflake	United States	Business Intelligence
Sisense	United States	Business Analytics
Outsourced professional services		
Microsourcing	Philippines	All
QBurst	India	Prisma development
Wideout	Philippines	Lumina (implementation)
Ancillary services		
New Relic	AWS Cloud Platform data centers in the United States	Aura, Ignitia, Lumina, Prisma, PfS
Pendo	Google Cloud Platform data centers in the United States	Aura, Ignitia, Lumina, Prisma, PfS