



Purpose

This statement summarises the subprocessor and external access information available from the Privacy Notice and Supplier Security Assessment.

Vendor / external party	Purpose	Location / data centre information	Products / context
Microsoft Azure	Primary cloud infrastructure provider for SaaS hosting, storage, processing and transmission.	EEA for main notice; Australia regions for Australian tenancies	Core Senso services
Stripe Inc.	Payment processing services.	As stated in Privacy Notice	Payment services
SendGrid Inc.	Programmatic email delivery.	United States	Email notifications
Microsoft Dynamics 365	CRM, marketing, finance, ERP and business applications.	European Economic Area	Internal business systems
Freshworks Ltd.	Customer engagement suite, including FreshSales, FreshDesk and FreshChat.	European Economic Area	Support and customer engagement
Xero Ltd.	Accounting.	AWS-hosted, including United States as described in the Privacy Notice	Finance and accounting
Customer-selected integrations	Optional integrations such as Google Classroom, Microsoft Teams, MyConcern, CPOMS or Assisted Monitoring Services where selected and consented to by the school.	Depends on selected provider	Only where enabled by Customer

External access principles

- Microsoft Azure support personnel access to stored data requires explicit Senso.cloud permission and is granted on a just-in-time basis that is logged and audited, then revoked after completion.
- Senso support access to a customer portal requires explicit customer permission and is logged and audited in the console.
- Optional third-party integrations only receive access where the Customer opts in, authorises and configures the integration.

- For Australian tenancies, Service Data is provisioned and stored in Microsoft Azure Australia regions and backups/DR replicas are retained within Australia, according to the Australia Addendum.

Change notification

Where contractually required, Renato/Senso should notify customers of material changes to subprocessors or provide an updated subprocessor list through the customer portal or website.

Source basis

- Renato Software Ltd Privacy Notice, effective 1 September 2019
- Senso.cloud Privacy Notice Australia Addendum for Schools, effective 1 October 2025
- Supplier Data Security Assessment Questionnaire, completed 10 May 2023