

Bright Horizons Family Solutions: Sub-processors

Our current sub-processors for these services are listed below. If you are a corporate client of Bright Horizons and have an agreement in place with us, you may subscribe to receive privacy and information security notifications by completing the form available at: <https://go.brighthouse.com/information-security-and-privacy-notifications>

Client Personal Information relating to Bright Horizons Back Up Care / Enhanced Family Services Applicable where Client provides an Eligibility File for any of the above Services			
Services	Subject matter and nature of processing	Processor(s)	Processing Locations
Provision and management of the Services	Provision of the managing system and operational support.	Bright Horizons Family Solutions LLC	United States
Cloud provider	Hosting Bright Horizons' application and databases.	Microsoft Corporation (Azure)	United States
Contact Centre Support	Access to Client Personal Information within Bright Horizons' system.	Workplace Options, LLC (WPO)	United States
		TPUSA, Inc (Teleperformance)	United States
Information Communications Services	Receipt, storage and processing of contact details such as name, email address as necessary to provide the communications services.	Salesforce.com, Inc.	United States
		Seismic Software, Inc.	United States
		Acoustic, L.P.	United States
		Qualtrics, LLC	United States
Information Communications Services (<i>applicable only where Bright Horizons provides Services in the United Kingdom and / or Ireland</i>)	Receipt, storage and processing of contact details such as name, email address as necessary to provide the communications services.	The Rocket Science Group LLC t/b/a MailChimp	United States
Bright Horizons' IT Support (US systems)	Access to Personal Information within Bright Horizons' system.	Rackspace US, Inc.	United States
		Hitachi Solutions America, Ltd	United States, India
		MResult Corporation	United States, India
		Assure eServices, Inc.	United States, India
		Cigniti Technologies Inc.	India
		Computer Sciences Corporation T/ADXC Technology	United States, India
		Accenture International Limited	United States, Poland, India and Argentina
		QlikTech International AB	United States