Zen Internet Ltd - Third Parties

These are the products and services that we provide to our customers, along with a list of third parties we partner with to provide these services.

When we partner with these third parties, we share some of the personal data that customers provide to us.

Please see below for further details and let us know if you have any questions by emailing dataprotection@zeninternet.co.uk

In all cases, we have appropriate contractual arrangements in place with the third parties to ensure that they protect the personal data of our valued customers.

Broadband Services

	Types of personal data Zen collects and processes to deliver these products and services	Third parties Zen shares your personal data with to deliver these products and services	Names of any subcontractors that these third parties use to deliver these services	Types of personal data shared with these third parties
ADSL Unlimited Broadband – 1 Month Contract Unlimited Broadband – 6 Months Free Unlimited Broadband Zen Office 8000 Unlimited Broadband – 12 Month Contract Broadband Broadband Lite – HCA	Full Name, Physical Address & Postcode, Contact Number, Email Address, Bank Details	BT Wholesale Talk Talk Business	BT Openreach	Full Name, Physical Address & Postcode, Contact Number,
		Eirecom KCOM Qube	n/a	
		BT Openreach	MJ Quinn/KellyCommunications, NICE Satmetrix	
FTTC Exclusive Superfast Fibre 2 Small Business Fibre – 24 Month Contract Unlimited Fibre 1 Unlimited Fibre 2 Unlimited Fibre 3 Business Fibre 4 – 24 Month Contract		BT Wholesale Talk Talk Business	BT Openreach	
		BT Openreach	MJ Quinn/KellyCommunications, NICE Satmetrix	
		Qube	n/a	
FTTP Unlimited Full Fibre 1 Unlimited Full Fibre 2 Unlimited Full Fibre 3 Business Full Fibre 1 BusinessFull Fibre 2 Business Full Fibre		BT Wholesale	BT Openreach	
		BT Openreach	MJ Quinn/KellyCommunications, NICE Satmetrix	
		Qube	n/a	
Hardware		APC/DPD	n/a	

Voice Services

Voice Services	Types of personal data Zen collects and processes to deliver these products and services	Third parties Zen shares your personal data with to deliver these products and services	Names of any subcontractors that these third parties use to deliver these services	Types of personal data shared with these third parties
WLR3 Line Rental Business Line Rental Line Rental Plus	Full Name, Address & Postcode, Contact Number, Email Address, Bank Details	BT Openreach	MJ Quinn/KellyCommunications	Full Name, Address & Postcode, Contact Number
		Qube	n/a	Full Name, Address & Postcode, Contact Number, Email Address
Zen Business Mobile EE		EE	n/a	Full Name, Address & Postcode, Contact Number, Email Address IMEI, SIM Number, Mobile Number
4G Backup		AQL	n/a	IMEI, SIM Number
Cloud Comms Hosted Voice Portal		Vanilla IP	Gamma/BT IPEX	Business Name, Address & Postcode, Username, Phone Numbers, IP Address, Device Logs, Call Recordings

Cloud Hosting & Domains

Cloud Hosting & Domains	Types of personal data Zen collects and processes	Third parties Zen shares	Names of subcontractors	Types of personal data shared with these third parties
Office 365 Microsoft	Full Name/Company Name, Address & Postcode, Contact Number, Email Address	Microsoft	n/a	Full Name/Company Name, Address & Postcode, Phone Number, Email Address
Domains		OpenSRS, Nominet Eurid, Janet		
Cpanel		n/a		n/a
SSL		Comodo		
Veeam	Full Name, Email address, IP Address	Veeam		
Professional Services	Full Name/Company Name, Phone Number, Email Address, IP Address	n/a		
Zen Cloud		Zerto		Company Name, IP Address
F-Secure	Full Name/Company Name	F-Secure		Full Name/Company Name

IP VPN

	Types of personal data Zen collects and processes to deliver these products and services	Third parties Zen shares your personal data with to deliver these products and services	Names of any subcontractors that these third parties use to deliver these services	Types of personal data shared with these third parties
Fortigate Firewall	Full Name, Company Name, Address & Postcode, Contact Number, Email Address, IP Address	BT Openreach	Exclusive Networks	Full Name, Company Name, Address & Postcode
Cisco Routers/Switches		Commstore, Netlynk	n/a	
Cisco Premium Support		CommsCare		Full Name, Company Name, Address & Postcode, Contact Number

Ethernet

		Full Name/Company Name, Address & Postcode, Contact Number, Email Address			
Ethernet products Zen Ethernet 100 Zen Ethernet 1000 Zen VPN Ethernet 100 Ethernet 1000 Wires Only 100 Wires Only 1000 Managed Ethernet 100, Managed Ethernet 1000			BT Openreach	MJ Quinn/Kelly Communications	Name, Address & Postcode, Contact Number, Email Address, IP Address
			Vodafone		
			Virgin Media		
			Talk Talk Business		
			BT Openreach	n/a	
			BT Wholesale		
EFM			BT Openreach		
			BT Wholesale		

Managed Services	Types of personal data Zen collects and processes to deliver these products and services	Third parties Zen shares your personal data with to deliver these products and services	Names of any subcontractors that these third parties use to deliver these services	Types of personal data shared with these third parties
Firewalls Fortigate 310B, Fortigate 60D, Fortigate 80C Management		Fortinet	Exclusive Networks	Full Name/Company Name, Address & Postcode, IP Addresses
Support/Management				Full Name/Company Name, IP Address
Cisco 4431 Modular Router, Cisco ISR C1117-4P with Rackmount Kit, Cisco 687	Full Name/Company Name, Address & Postcode, Contact Number, Email Address, IP Address	Commstore		Full Name/Company Name, Address & Postcode, Contact Number, Copy of latest configuration file, Local login credentials
		Netlynk		Full Name/Company Name, Address & Postcode
Cisco Premium Support		CommsCare	n/a	Full Name/Company Name, Address Postcode, Contact Number
Meraki Access points		Meraki		Full Name/Company Name, Address & Postcode, IP Address
Meraki Switch				
Meraki hardware install		ARC Tech Service Partner		Full Name/Company Name, Address & Postcode, Contact Number
Meraki Support		Tech Service Partner	ARC Services Ltd	
		Meraki		Full Name/Company Name, IP Address
Technicolour router		Netlynk	n/a	Full Name/Company Name, Address & Postcode
Cradlepoint 4G Router Support		Comms Care		
Cradlepoint 4G Router		Westcon		Full Name/Company Name, Address & Postcode , IP Address