



Smartix Subprocessor List

Last Updated: 11th December 2025

1. Introduction

Smartix ("we", "our", "us") uses carefully selected third-party service providers ("Subprocessors") to support the delivery of our wallet pass generation and management platform ("Service").

Subprocessors may process Personal Data or Pass Data on behalf of the Customer ("Controller") in accordance with the Smartix Data Processing Agreement (DPA).

This page lists all current Subprocessors and the purpose of their involvement in data processing.

For clarity, customer-operated platforms that Smartix may integrate with, such as Shopify, are not listed here as Smartix Subprocessors. They are separate platforms used by the Customer and may have their own independent controller, processor, and compliance responsibilities.

2. Infrastructure & Hosting Subprocessors

2.1 Amazon Web Services (AWS)

Location: EU (Ireland), with global edge services where applicable

Role: Hosting, storage, networking, encryption (KMS), serverless compute (Lambda), monitoring

Data Processed:

- Encrypted Pass Data
- Application logs (encrypted)
- System metadata
- Controller account data (indirectly)

AWS provides the complete cloud infrastructure on which Smartix operates.



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3. Payment Processing Subprocessors

3.1 Stripe Payments UK Ltd

Location: UK and international locations as required for card network operations

Role: Payment processing for subscription fees

Data Processed:

- Customer name
- Email address
- Payment-related metadata

Note: Smartix does *not* store full payment card numbers or bank details.

4. Wallet Delivery & Update Subprocessors

4.1. Apple

Location: Global (including outside the UK)

Role: Delivery and updating of Apple Wallet passes

Data Processed:

- Pass payloads transmitted to Apple devices
- Notification content sent to pass holders

4.2. Google

Location: Global (including outside the UK)

Role: Delivery and updating of Google Wallet passes

Data Processed:

- Pass payloads
- Notification content

These providers process data only as required for displaying and updating digital wallet passes.



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5. Email & Communication Providers

5.1. Transactional Email Provider (e.g., AWS SES or similar)

Location: EU or global depending on service routing

Role: Sending account emails, password resets, and system notifications

Data Processed:

- Customer email addresses
- Email content
- Basic delivery metadata

Specific provider details will be updated here whenever applicable.

6. Subprocessor Safeguards

Smartix ensures that:

- All Subprocessors are bound by written agreements containing GDPR-aligned data protection terms
- Subprocessors only access data necessary for their role
- Subprocessors maintain appropriate certifications (e.g., ISO 27001, SOC 2) where relevant
- Smartix reviews Subprocessor compliance periodically

7. Changes to Subprocessors

Smartix may update this list from time to time to add or replace Subprocessors.

Such changes will be communicated via updates to this page or notifications where required by the DPA.

8 [Download PDF](#)

9. Contact Us

If you have questions about Subprocessors or require further information, please contact us:

www.smartix.uk/contact