

Creatrix Sub-processors

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This is version 1.0. It remains permanently available at this address. Later versions are published alongside it and listed in the version history below.

About this list

Anubavam provides Creatrix software and services, including Creatrix Campus, Creatrix Datahub, Creatrix Connect and Creatrix AI, to universities and other institutions. In doing so, Anubavam engages the affiliates and third parties listed on this page ("**sub-processors**"). They may process personal data that our customers entrust to us ("**Customer Data**").

Every sub-processor is bound by written data protection obligations that are at least as protective as those in our customer agreements. Anubavam remains responsible for each sub-processor's performance.

Which sub-processors apply to a customer depends on the products and services it subscribes to, and on its contracted hosting region. A customer's agreement may authorise only some of the sub-processors listed here. Where it does, only those apply to that customer.

The Anubavam company that has signed a customer's agreement is that customer's processor. For that customer, it is not a sub-processor.

Change notifications. We notify customers at least thirty (30) days before adding or replacing a sub-processor, and customers may object as their agreement provides. To subscribe to notifications, email dpo@anubavam.com with the subject line "Subscribe: sub-processor updates".

1. Anubavam group companies

Sub-processor	Country	Nature of processing	Products	Processing
Anubavam Technologies Pvt Ltd	India	Engineering, implementation, application support, incident response and disaster recovery	All Creatrix products	Remote access to the customer's environment. Customer Data stays in the contracted hosting region
Anubavam Technologies Sdn. Bhd.	Malaysia	Account management, implementation and support for customers in Southeast Asia	All Creatrix products	Remote and on-site access. Customer Data stays in the contracted hosting region
Anubavam Technology Co. LLC	United Arab Emirates	Account management, implementation and support for customers in the Gulf and Middle East	All Creatrix products	Remote and on-site access. Customer Data stays in the contracted hosting region
Anubavam LLC	United States	Account management, implementation and support for customers in the Americas	All Creatrix products	Remote and on-site access. Customer Data stays in the contracted hosting region

2. Infrastructure and hosting

Sub-processor	Country	Nature of processing	Products	Processing location
Amazon Web Services, Inc. and its affiliates	United States (parent)	Cloud hosting, compute, storage, databases, backup and disaster recovery	All Creatrix products	The customer's contracted region only (see section 5)
Oracle Corporation (Oracle Cloud Infrastructure) and its affiliates	United States (parent)	Cloud hosting, compute, storage, databases, backup and disaster recovery	Creatrix Campus, where OCI is the contracted platform	The customer's contracted region only (see section 5)

3. Artificial intelligence

Sub-processor	Country	Nature of processing	Products	Processing location
Amazon Web Services, Inc. (Amazon Bedrock)	United States (parent)	Inference for Creatrix AI features: suggestions, mappings, drafting and analysis	Creatrix AI	In-region inference in the customer's contracted region. Customer Data is not used to train models

4. Customer support and collaboration

Sub-processor	Country	Nature of processing	Products	Processing location
Google LLC (Google Workspace, including Google Meet)	United States	Email, documents and video meetings used for customer support, implementation and training. Limited Personal Data may appear in individual support messages or shared screens	All Creatrix products	Global

Support correspondence never carries data extracts or bulk Customer Data. These are exchanged only through the customer's own Creatrix environment, which stays in its contracted hosting region.

5. Hosting regions

Region	Locations
Middle East	Dubai, Abu Dhabi (UAE); Riyadh (Saudi Arabia, AWS only)
Asia Pacific	Mumbai, Hyderabad (India); Singapore
Europe	London, Paris, Frankfurt
Americas	N. Virginia, Oregon (United States)

Each customer is hosted in one contracted region, on the infrastructure provider named in its agreement. Production data, backups and logs remain in that region. Customers in Malaysia are hosted in Singapore.

6. Not sub-processors

The following services are not Anubavam sub-processors:

- **Services the customer contracts directly** and connects to Creatrix. Examples are payment gateways, learning management systems, identity providers, SMS or messaging providers, and regulator systems such as KHDA. This also includes video-conferencing platforms the customer hosts, such as Microsoft Teams, when Anubavam staff join the customer's meetings. The customer contracts with these providers directly, and Creatrix transmits data to them on the customer's instruction.
- **Anubavam's own business systems**, such as our CRM and finance systems. These hold business contact details of customer staff that Anubavam processes for its own purposes. They do not hold Customer Data.

Version history

Version	Effective	Summary
1.0	20 April 2026	First published version

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