Control-C Subprocessor Registry

Last updated: December 1, 2025

Sub-processors

The partners who help us run Control-C

We work with a small set of service providers to operate our platform, support customers, and manage internal work. Each provider only receives the information they need for their specific role, and all are bound by strong privacy and security obligations.

Our hosting stays in New Zealand, and our operational tools are chosen for reliability, trust, and clarity.

Infrastructure & hosting

Caduceus (New Zealand)

Our primary hosting partner. Caduceus provides New Zealand–sovereign data centre infrastructure, virtual machines, storage, networking, and disaster-recovery replication across Christchurch and Auckland. All customer data stored in our platform lives here.

Payments & billing

Chargebee

Handles subscription management, billing, and payment workflows. Chargebee manages invoices, plan changes, and customer billing details. Payment card information is processed through their PCI-compliant gateways and is never stored by Control-C.

Customer support

Freshdesk

Used for support tickets and customer communication. This includes ticket handling, message history, attachments, and responses from our support team.

Work & document management

ClickUp

Internal project and task management. Used by our team to plan work, coordinate releases, and track progress.

Atlassian (Confluence, Jira)

Documentation and engineering coordination. Used for internal documentation, technical planning, and development work.

Google Workspace

Email and document collaboration. Used for internal communication and files that may include customer context when we are helping solve an issue.

Microsoft 365 / OneDrive

Document storage and internal file management. Used for spreadsheets, shared documents, and internal operational material.

How we choose sub-processors

We keep the list intentionally small.

Each provider is assessed for:

- Security controls and certifications.
- Data location and transfer safeguards.
- Reliability and operational maturity.
- Fit with our privacy obligations (GDPR and NZ Privacy Act 2020).
- Ability to limit personal data to what is genuinely needed.

If we add or remove providers, we update this page promptly.