

Subprocessors and AI Disclosure

School Administration Services Limited trading as EasyBus

Version: 1.1

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Next review: April 2027

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1. Purpose

EasyBus uses a small number of third-party services (subprocessors) to deliver school transport administration services. This document identifies each subprocessor, the role they play, the personal information they handle, and where that information is hosted. It also sets out our disclosure obligations regarding the use of artificial intelligence in our services.

EasyBus remains the data controller for all personal information. All subprocessors are bound by contractual data processing obligations and are required to protect personal information to a standard consistent with the Privacy Act 2020.

2. Subprocessors

The following third-party services process personal information on behalf of EasyBus.

Subprocessor	Role	Data processed	Hosting location
Supabase (Supabase Inc., USA)	Database, authentication, file storage, serverless functions	Student records, parent and guardian data, route and stop data, registration submissions, incident records	AWS ap-southeast-2 (Sydney, Australia)
Vercel (Vercel Inc., USA)	Web application hosting and content delivery	Page requests and server-side rendering — no personal data stored by Vercel	Functions: syd1 (Sydney, Australia) CDN: global edge network
Anthropic (Anthropic PBC, USA)	AI language model powering the Ebi school transport assistant	Parent queries and session context sent to the API. Anthropic does not retain or train on API data.	United States

Subprocessor	Role	Data processed	Hosting location
Resend (Resend Inc., USA)	Transactional email delivery (registration confirmations, route notifications, magic-link sign-in)	Recipient email address, name, and the content of the email message	United States
Sentry (Functional Software Inc., USA)	Application error monitoring and performance tracking	Error stack traces and request metadata. May incidentally include user identifiers when an error occurs during an authenticated session. No student records are sent to Sentry.	United States
Mapbox (Mapbox Inc., USA)	Address geocoding and map rendering for route design	Street addresses submitted for geocoding (parent or boarding addresses entered during registration). Map tiles are public.	United States
Front (Front App Inc., USA)	Customer communications and email management	Email correspondence with parents, guardians, and school staff	United States
Google Workspace (Google LLC, USA)	Document storage, email, and calendar	Internal operational documents — student personal data is not stored in Google Drive	United States (with global CDN)

This list is reviewed annually. If subprocessors change, this document is updated and the revised version is published on the EasyBus website. If you have questions about how a subprocessor handles your data, contact privacy@easybus.nz.

3. Artificial intelligence disclosure

EasyBus uses an AI-powered assistant called Ebi on some network websites. The following table sets out our AI disclosure in full.

AI tool	Ebi — EasyBus school transport assistant chatbot
AI provider	Anthropic PBC, United States (Claude language model)
Hosting	United States (Anthropic API)
Data training	Anthropic does not use API conversations to train its models
Data retention	Anthropic does not retain query data beyond immediate processing
Decisions made	Ebi is informational only — no eligibility or enrolment decisions are made by AI

User disclosure	Ebi is identified as an AI assistant on all interfaces where it appears
Opt-out	Parents who prefer not to interact with AI may contact EasyBus directly by email

Ebi is designed to answer general questions about school transport routes, eligibility, and registration. It does not make decisions about student eligibility, route assignment, or enrolment. All consequential decisions are made by EasyBus staff.

When a parent is logged in, Ebi may use their registered route and stop information to personalise responses. This information is held in the EasyBus platform (Supabase) and is not stored by Anthropic.

4. In-product AI disclosure

The following disclosure text is displayed to users on all interfaces where Ebi appears:

Ebi is an AI assistant powered by Anthropic's Claude. Your questions are processed by Anthropic's servers in the United States. Ebi does not make decisions about your eligibility or enrolment.

5. Review

This document is reviewed annually or when subprocessors change. Next review due April 2027.