Where is my Schoolbox instance located?

Last Updated: 26 June 2025 - Revision 10

Introduction

This document has been prepared to help you understand where your Schoolbox instance is hosted.

The location of your Schoolbox instance is based on the Services you use and your organisation's location. Your Subscription Agreement outlines the Services you've purchased, which fall into two main categories:

- Schoolbox Self-Hosted
- Schoolbox Hosted

Each Service typically includes a Schoolbox Production and Staging Instance, which are hosted in one of the following ways:

1. **Self-Hosted Infrastructure** – Managed by the customer, with Schoolbox support.

2. **Self-Hosted Infrastructure with Hybrid Storage** – Managed by the customer, with Schoolbox support, but with file storage in Schoolbox's Public Cloud Infrastructure.

3. **Self-Hosted Infrastructure with Hybrid Backup** – Managed by the customer, with Schoolbox support, but with file, database and configuration backup in Schoolbox's Public Cloud Infrastructure.

4. **Public Cloud Infrastructure** – Hosted on Schoolbox-managed AWS infrastructure.

Additional Services

In addition to hosting, Schoolbox also offers:

- **Online Teacher Training Course** – Hosted in Schoolbox's Public Cloud Infrastructure (Australia & New Zealand Region).

Self-Hosted Instances

Customers manage Self-Hosted Instances, choosing where to deploy them. Schoolbox remotely sets up and configures the Services on the Customer's selected infrastructure.

For Self-Hosted Instances with Hybrid Storage, files are stored in Schoolbox's Public Cloud Infrastructure, with storage locations listed under 'Public Cloud Instances.'

For Self-Hosted Instances with Hybrid Backup, file, database and configuration backups are stored in Schoolbox's Public Cloud Infrastructure, with storage locations listed under 'Public Cloud Instances.'

Public Cloud Instances

All of our Hosted Services are located based on the following table:

Region	Production Data Centre (DC) & Primary Storage (PS) & Backup Storage (BS) Location	Staging Data Centre (DC) Location
Australia & New Zealand (Sydney)	AWS Asia Pacific (Sydney) Region (DC) Cloudflare Oceania* (PS) AWS Asia Pacific (Sydney) Region (BS) Wasabi Storage Sydney, Australia (BS) (Coming soon)	AWS Asia Pacific (Sydney) Region (DC)
Singapore	AWS Asia Pacific (Singapore) Region (DC) Cloudflare Asia-Pacific* (PS) AWS Asia Pacific (Singapore) Region (BS) Wasabi Storage Singapore (BS) (Coming soon)	AWS Asia Pacific (Sydney) Region (DC)
Middle East (Bahrain)	AWS Middle East (Bahrain) Region (DC) Cloudflare Western Europe* (PS) AWS Asia Pacific (Singapore) Region (BS) Wasabi Storage Frankfurt, Germany (BS) (Coming Soon)	AWS Asia Pacific (Sydney) Region (DC)
Europe (Frankfurt)	AWS Europe (Frankfurt) Region (DC) Cloudflare Western Europe (PS) Wasabi Storage Frankfurt, Germany (BS) (Coming soon)	AWS Europe (Frankfurt) Region (DC)

*Cloudflare R2 buckets are created using a 'Location Hint' to indicate the desired region for data within the bucket to be located in. For full details and limitations, please refer to Cloudflare.

You may also be interested in:
- Our Subprocessor List
- Our Privacy Policy
- Our Security Measures