

Subprocessor List

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a Hewlett Packard Enterprise company

To support delivery of our services, OpsRamp Inc. (or one of its Affiliates listed below) (“**OpsRamp**”) may engage and use data processors with access to certain customer data (each, a “**Subprocessor**”). This page provides important information about the identity, location, and role of each Subprocessor.

Third Parties

OpsRamp currently uses third party Sub-processors to provide infrastructure services, and to help us provide customer support and email notifications. Prior to engaging any third party Subprocessor, OpsRamp performs diligence to evaluate their privacy, security and confidentiality practices, and executes an agreement implementing its applicable obligations.

Infrastructure Subprocessors

OpsRamp uses the following Sub Processes to host customer data or provide other infrastructure that helps with delivery of our services:

Entity Name	Subprocessing Activities	Entity Country	Region	Area of influence	Data Residency
Google Cloud	Cloud Based Data Center for Storage and Operations	Amsterdam, Netherlands	Europe	Provisioned for Customers across EU	Europe
Google Cloud	Cloud Based Data Center for Storage and Operations	London, Great Britain	Europe	Secondary for above - Provisioned for Customers across EU	Europe
Equinix DataCenter	Data Center	Ashburn, VA, USA	USA	Provisioned for Customers across USA	USA
Equinix DataCenter	Data Center	Sunnyvale, CA, USA	USA	Provisioned for Customers across USA	USA
Sunguard	Data Center	Rancho, Colorado, USA	USA	Provisioned for Customers across USA	USA
Google Cloud	Cloud Based Data Center for Storage and Operations	Canada	Canada	Provisioned for Customers across Canada	Canada
Azure	Cloud Based Data Center for Storage and Operations	Canada	Canada	Provisioned for Customers across Canada	Canada
Google Cloud	Cloud Based Data Center for Storage and Operations	Multiple locations	USA	Provisioned for Customers across EU	Europe
Google Cloud	Cloud Based Data Center for Storage and Operations	Frankfurt, Germany	Europe	Provisioned for Customers across EU	Europe
Google Cloud	Cloud Based Data Center for Storage and Operations	Multiple locations	Japan	Provisioned for Customers in Japan and APAC	Japan
AWS Cloud	Cloud Based Data Center for Storage and Operations	Tokyo	Japan	Provisioned for Customers in Japan and APAC	Japan
Azure	Cloud Based Data Center for Storage and Operations	Osaka	Japan	Provisioned for Customers in Japan and APAC	Japan
AWS Cloud	Cloud Based Data Center for Storage and Operations	Multiple locations	USA	Provisioned for Customers across USA	USA
Azure	Cloud Based Data Center for Storage and Operations	New South Wales		Provisioned for Customers across Australia & NZ	Australia
AWS Cloud	Cloud Based Data Center for Storage and Operations	Frankfurt , Germany	Europe	OpsRamp uses S3 bucket to store data for ticket attachment's, network backups from Amsterdam, Netherlands POD	Europe

Detased	Cloud provider	Riyad, Saudi Arabia	Saudi Arabia	Provisioned for Customers across Saudi Arabia	Saudi Arabia
Digital Ocean	Cloud Based Data Center for Storage and Operations	Multiple Locations New York, San Francisco (USA) Toronto London (UK) Frankfurt (Germany) Sydney (Australia)	USA Canada UK Germany Australia	Provisioned for Customers regions	USA Canada UK Germany Australia (APAC)

OpsRamp does not restrict a Partner’s use of a Point of Delivery across geographic locations. Partner is completely liable for data in such an ecosystem. OpsRamp does not transfer data, however allows viewing of data across geographies.

The data centers do not transfer data across borders. The data resides in the parent location. The processing activities such as Development and Support are performed from the locations described below.

Other Sub processors

OpsRamp uses the following Sub processors to perform other service functions:

Entity Name	Sub processing Activities	Entity Country	References
Zendesk	Support Operations	San Francisco, California, USA	https://www.zendesk.com/company/privacy-and-data-protection/
HubSpot, Inc	Corporate Communication	Cambridge, Massachusetts, United States	https://www.hubspot.com/data-privacy/gdpr
Salesforce.com, Inc.	Sales and Communication	San Francisco, California, USA	https://trailhead.salesforce.com/en/content/learn/modules/european-union-privacy-law-basics/implementation-a-gdpr-compliance-program?trail_id=learn-privacy-and-data-protection-law
Health Page	Used for communication on platform status. This is subscription-based services. The user can choose unsubscribe any time	San Francisco, California, USA	OpsRamp product and governed by OpsRamp privacy policy
Pendo	Used for (1) UI interaction analytics, (2) in-UI surveys	San Francisco, California, USA	https://www.pendo.io/data-privacy-security/
Mailgun	Processing incoming mails based on domain	US	https://www.mailgun.com/gdpr/
Sendgrid	Mail Relay	US	https://sendgrid.com/files/SendGrid-FAQ.pdf
Twilio	SMS & Voice(Optional Service)	US	https://www.twilio.com/gdpr

OpsRamp Affiliates

Depending on the geographic location of a customer or their authorized users, and the nature of the services provided, OpsRamp also engage one or more of the following Affiliates as Subprocessors to deliver some or all of the services provided to a customer:

Entity Name	Entity Country
OpsRamp, Inc	San Jose, CA, United States
OpsRamp, Pvt Ltd	Hyderabad, India
OpsRamp, UK Ltd	London, UK

Updates

As our business grows and evolves, the Sub-Processors we engage may also change. We will endeavor to provide the owner of the customer's account with notice of any new Sub-Processors to the extent required under the agreement with the customer, along with posting such updates here. Please check back frequently for updates.

In case you would like to register to get updated about notifications of new Sub-processors of OpsRamp, please send your details to: DPOoffice@opsramp.com with description of the request and you will get updated if something changes.