DARKTRACE

Darktrace Sub-Processors

What is a Sub-Processor?
A sub-processor is a third-party engaged by Darktrace to process personal data on our behalf, solely for the purpose of delivering services to customers in accordance with our Terms of Service, customer agreements and Data Processing Addendum (DPA).

List of Sub-Processors
The table below lists the sub-processors currently authorized to process customer personal data as part of Darktrace products and related services.

<u>Product-Specific Sub-Processors</u>
Used directly for delivering Darktrace products and services.

Legal entity name	Product/Service applicability	Nature and purpose of processing	Data location	Link to Privacy Notice	Status
Darktrace, Inc.	For the provision of Darktrace products and services.	Darktrace services and 24/7 customer support services	US	[Privacy Notice](#)	Active
Darktrace Australia Pty Ltd.	For the provision of Darktrace products and services.	Darktrace services and 24/7 customer support services	Australia	[Privacy Notice](#)	Active
Darktrace Japan K.K	For the provision of Darktrace products and services.	Darktrace services and 24/7 customer support services	Japan	[Privacy Notice](#)	Active
Darktrace Singapore Pte Ltd.	For the provision of Darktrace products and services.	Darktrace services and 24/7 customer support services	Singapore	[Privacy Notice](#)	Active
Darktrace South Africa Pty Ltd.	For the provision of Darktrace products and services.	Darktrace services and 24/7 customer support services	South Africa	[Privacy Notice](#)	Active
Amazon Web Services, Inc.	Cloud infrastructure and hosting services for Darktrace solutions	Secure cloud service provider for Darktrace products and services	US, Canada, UK, Ireland, Netherlands, Australia and Singapore based upon the customer's choice	[Privacy Notice](#)	Active
Google LLC	Cloud infrastructure and data processing services (GCP)	Secure cloud service provider (Google Cloud Platform) for Darktrace products and services	US and Netherlands	[Privacy Notice](#)	Active
Microsoft Corporation	Cloud hosting and productivity tools	Microsoft 365 and Secure cloud service provider (Azure) for Darktrace products and services	US, UK, Netherlands, Canada, Singapore, Ireland, UAE, South Africa and	[Privacy Notice](#)	Active

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			Australia based upon the customer's choice		
Atlassian Pty Ltd.	ASM	Production issues/incidents tracking and communication	Netherlands	[Privacy Notice](#)	Active
Gitlab	Source code management and CI/CD platform	Production issues/incidents tracking and communication	UK	[Privacy Notice](#)	Active
ID-Pal	Identity verification solution	Automated biometric verification	UK, US	[Privacy Notice](#)	Active
Mailgun	Email delivery and transactional email services	Mass mailing capability	EU, US	[Privacy Notice](#)	Active
Zendesk	Customer support platform	Managing customer support interactions and tickets	UK, US, Ireland, EU, Japan, Australia	[Privacy Notice](#)	Active
Pylon	Data analysis and monitoring	Processing and analysing user engagement and operational data	US	[Privacy Notice](#)	Active
Hubspot	Customer Communication	Marketing and communication management with customers	Germany	[Privacy Notice](#)	Active
Salesforce	Customer Relationship Management platform	Customer relationship and sales data management	UK, Stockholm, Amsterdam	[Privacy Notice](#)	Active
Gainsight	Customer Success platform	Customer engagement and analytics tracking	Frankfurt	[Privacy Notice](#)	Inactive – soon to be activated

Changes to Sub-Processors

Darktrace will provide at least **30 days prior notice** via the customer portal before engaging any new sub-processor to processing customer personal data. Customers will have the opportunity to object to such appointments within that notice period.