



VMware Horizon® Service

Sub-processors

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VMware may hire other companies to provide certain services on its behalf. Sub-processors who may process Content (as defined in the Terms of Service) are itemized below. VMware affiliates may also process Content. As set forth in the Data Processing Addendum, VMware has adequate data transfer mechanisms in place with each Sub-processor. The list below does not apply to pre-release versions.

Sub-processor	Country	Services Performed
SoftLayer Technologies, Inc. ¹	USA, United Kingdom, Germany, and Japan	Data Center Provider
Amazon Web Services, Inc. ²	USA, Japan, Germany, Australia, United Kingdom	Data Center Provider (Cloud Monitoring Service)
Amazon Web Services, Inc. ³	USA	Data Center Provider (Self Service Portal)
Jitbit Software ³	USA ³	Operations Ticketing System
Microsoft, Inc. ⁴	USA, Australia, Ireland, Japan, United Kingdom, Germany	Data Center Provider (Control Plane, HLCM, Operations Console, Universal Broker)
MongoDB, Inc.	USA, Australia, Japan, United Kingdom, Ireland, Germany	Stores configuration information
ControlUp, Inc.	USA and Ireland ⁵ or Germany	Provides the VMware Advanced Monitoring™ feature. Based on customer's location.
	Germany	Provides Scoutbees features. Based on customer's location.

VMware may use additional sub-processors for customer support – see the sub-processor listing for [Global Support Services](#).

VMware Workspace ONE® Access™ functionality can be integrated with this service and may use additional sub-processors. See the sub-processor listing for [VMware Access](#).

Workspace ONE® Intelligence™ delivers monitoring functionality for entitled customers and may use additional sub-processors. See the sub-processor listing for [Workspace ONE](#).

¹ This sub-processor only applies if the customer deploys to the IBM Cloud. The country is based on the customer's selection.

² This sub-processor applies irrespective of which deployment method the customer selects.

³ The country indicated is the sub-processor's primary location - VMware purchases the sub-processor's standard offering and thus the sub-processor controls the country in which data is stored.

⁴ This sub-processor only applies to the Azure deployment model.

⁵ Data is stored in both locations.

If you deploy on your VMware Cloud™ on AWS environment, please also refer to the sub-processor listing for [VMware Cloud on AWS](#).

If you would like to receive updates to this sub-processor list, please go <http://pages.cloud.vmware.com/sub-processor-communications>, and enable notifications for this sub-processor list.