

VMware SD-WAN™, VMware Access™, VMware Cloud Web Security™, and VMware SD-WAN Client™

Sub-Processors

VMware may hire other companies to provide certain services on its behalf. Sub-processors who may process Content (as defined in the General Terms) 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.

VMware SD-WAN Sub-processors

Sub-Processor	Country	Services Performed	HQ Address	DPO contact	Data Transfer Mechanism
Google, LLC	USA*	Hosting provider and platform services	1600 Amphitheatre Parkway Street, Mountain View, CA 94043 USA	Google Cloud Platform Data Privacy Enquiry Form	Standard Contractual Clauses
Plivo, Inc.	USA	SMS messaging	601 S Congress Ave Suite 220, Austin, Texas 78701 USA	privacy@plivo.com	Standard Contractual Clauses
Mongo DB, Inc.	USA	Data storage	1633 Broadway, 38 th Floor, New York, NY 10019	privacy@mongodb.com	Standard Contractual Clauses

* The country listed 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.

VMware Cloud Web Security Sub-processors

Sub-Processor	Country	Services Performed	HQ Address	DPO contact	Data Transfer Mechanism
Menlo Security, Inc.	USA**	Security services	800 W El Camino Real, Suite 250, Mountain View, CA 94040 USA	legal@menlosecurity.com	Standard Contractual Clauses

**The Sandbox feature, if enabled, is performed in regional data centers in the US, Germany, United Kingdom, and Japan (the Sandbox detonation will occur in the location closest to the PoP through which the workload is passing).

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VMware SD-WAN Client

Sub-Processor	Country	Services Performed	HQ Address	DPO contact	Data Transfer Mechanism
Mongo DB, Inc.	USA	Data storage	1633 Broadway, 38 th Floor, New York, NY 10019	privacy@mongodb.com	Standard Contractual Clauses
CloudFlare, Inc	USA*	Infrastructure Management	101 Townsend St., San Francisco, CA 94107	privacyquestions@cloudflare.com	Standard Contractual Clauses
Elastic Search	USA	Security services – logging and monitoring	8000 West El Camino Real, Suite 350, Mountain View, CA 94040 USA	dpo@elastic.co	Standard Contractual Clauses
Twilio, Inc.	USA	Infrastructure Management	101 Spear Street, 5 th Floor, San Francisco, CA 94105	privacy@twilio.com	Binding Corporate Rules and Standard Contractual Clauses

* The country listed 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.

Datacenter Services Providers

Country	Service Provider	DR Location	DR Provider	SD-WAN	Cloud Web Security	Secure Access	SD-WAN Client
USA	Amazon Web Services	Based on proximity and availability	Amazon Web Services	X	X	X	X
Australia	Amazon Web Services	Based on proximity and availability	Amazon Web Services	X	X	X	



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Canada	Amazon Web Services	Based on proximity and availability	Amazon Web Services	X	X	X	
France	Amazon Web Services	Based on proximity and availability	Amazon Web Services	X	X	X	
Japan	Amazon Web Services	Based on proximity and availability	Amazon Web Services	X	X	X	
Ireland	Amazon Web Services	Based on proximity and availability	Amazon Web Services	X	X	X	
Singapore	Amazon Web Services	Based on proximity and availability	Amazon Web Services	X	X	X	
Germany	Amazon Web Services	Based on proximity and availability	Amazon Web Services	X	X	X	
Brazil	Amazon Web Services	Based on proximity and availability	Amazon Web Services	X	X	X	
South Korea	Amazon Web Services	Based on proximity and availability	Amazon Web Services	X	X	X	
India	Amazon Web Services	Based on proximity and availability	Amazon Web Services	X	X	X	
Sweden	Amazon Web Services	Based on proximity and availability	Amazon Web Services	X	X	X	
Bahrain	Amazon Web Services	Based on proximity and availability	Amazon Web Services	X	X	X	

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Netherlands	Amazon Web Services	Based on proximity and availability	Amazon Web Services	X	X	X	
Hong Kong	Amazon Web Services	Based on proximity and availability	Amazon Web Services	X	X	X	
United Kingdom	Amazon Web Services	Based on proximity and availability	Amazon Web Services	X	X	X	
USA	Bit Refinery, LLC	USA	VMware	X	N/A	N/A	
USA	CloudSigma Holding AG	USA	VMware	X	N/A	N/A	
Philippines	CloudSigma Holding AG	APAC	VMware	X	N/A	N/A	
USA	CoreSite One Wilshire, LLC	USA	VMware	X	N/A	N/A	
USA	Internap Corporation	USA	VMware	X	N/A	N/A	
Switzerland	GTT Communications, Inc.	Based on proximity and availability	Amazon Web Services	X	X	X	
India	IBM Softlayer	Based on proximity and availability	AWS	X	X	X	
New Zealand	Rackspace, Inc.	New Zealand	VMware	X	X	X	
Australia	Rackspace, Inc.	Australia	VMware	X	X	X	
USA	Rackspace, Inc.	USA	VMware	X	X	X	
Brazil	Rackspace, Inc.	Brazil	VMware	X	X	X	
China	Rackspace, Inc.	China	VMware	X	X	X	
Poland	Rackspace, Inc.	Poland	VMware	X	X	X	
Netherlands	Rackspace, Inc.	Netherlands	VMware	X	X	X	

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Indonesia	Rackspace, Inc.	Indonesia	VMware	X	X	X	
Colombia	Rackspace, Inc.	Colombia	VMware	X	X	X	
Mexico	Rackspace, Inc.	Mexico	VMware	X	X	X	
South Africa	Rackspace, Inc.	South Africa	VMware	X	X	X	
Israel	Rackspace, Inc.	Israel	VMware	X	X	X	
India	Rackspace, Inc.	India	VMware	X	X	X	
Spain	Rackspace, Inc.	Spain	VMware	X	X	X	
Sweden	Rackspace, Inc.	Sweden	VMware	X	X	X	
Argentina	Rackspace, Inc.	Argentina	VMware	X	X	X	
UAE	Rackspace, Inc.	UAE	VMware	X	X	X	

For sub-processors and datacenter services providers associated with VMware Secure Access's Workspace ONE UEM components, see the Workspace ONE sub-processor list at <https://www.vmware.com/content/dam/digitalmarketing/vmware/en/pdf/support/vmware-workspace-one-subprocessor.pdf>.

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

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.