



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

Sub-processors

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VMware may hire other companies to provide certain services on its behalf. Sub-processors that 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 lists below do not apply to pre-release versions.

VMware SD-WAN Sub-processors

Sub-processor	Country	Services Performed
Google, LLC	USA*	Google Maps
Plivo Inc.	USA	SMS Messaging
MongoDB, Inc.	USA	Data Storage

** 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
Menlo Security, Inc.	USA**	Security Services

***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).*

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	
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	

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

Country	Service Provider	DR Location	DR Provider	SD-WAN	Cloud Web Security	Secure Access*	SD-WAN Client
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 Global Support Services [VMware Support Services](#).

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