VMware Pivotal Tracker

Sub-processors

Last Updated: March 16, 2021

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
Amazon Web Services, Inc.	USA	Cloud file attachment storage
Google, Inc.	USA	Cloud infrastructure and Cloud based log management
Freshworks, Inc.	USA	Customer support ticketing
New Relic, Inc.	USA	Application performance monitoring

VMware may use additional sub-processors for customer support – see the sub-processor listing for Global 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.