



# VMware Workspace ONE® and VMware Workspace ONE® UEM

## 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 Workspace ONE UEM Sub-processors

Sub-processor	Country	Services Performed
Akamai Technologies, Inc.	USA <sup>1</sup>	Content Delivery Network (only if content delivery network is enabled)
Bettercloud, Inc.	USA	SaaS Application Management  (optional component of Workspace ONE UEM)
Lookout, Inc.	USA <sup>7</sup>	Threat Detection Services  (optional component of Workspace ONE UEM)

### VMware Workspace ONE UEM Data Center Providers

Service Provider	Applicable Service	Primary Location	Backup Location	DR Location
VMware Cloud on AWS and Amazon Web Services, Inc. <sup>2</sup>	Hosting provider for Workspace ONE UEM	Australia	Australia	Same as backup
		Canada	Canada	
		Germany	Germany	
		India	India	
		Japan	Japan	
		Singapore	Singapore	
		United Kingdom	United Kingdom	
United States <sup>3</sup>	United States			
VMware Managed Data Centers and Amazon Web Services, Inc. <sup>2</sup>	Hosting provider for Workspace ONE UEM	United States <sup>3</sup>	United States	
Amazon Web Services, Inc. (Gov Cloud)	Hosting provider for Workspace ONE FedRAMP environment	United States	United States	

### Workspace ONE UEM Ancillary Services Data Center Providers

Service Provider	Applicable Service	Primary Location	Back Up Location	DR Location
Amazon Web Services, Inc.	Hosting for crash reporting for Workspace ONE Intelligent Hub and productivity apps (unless Customer opts-out of crash reporting)	USA	USA	USA
Amazon Web Services, Inc.	Mobile Flows	USA	USA	N/A
Amazon Web Services, Inc.	Hosting for the Boxer Email Notification Service (ENS) <sup>4</sup>	USA	USA	N/A
		Germany	Germany	
		Japan	Japan	
		United Kingdom	United Kingdom	
Amazon Web Services, Inc.	Amazon S3, Redshift, DynamoDB (Applicable to mobile apps)	USA	USA	Could fail over to any AWS data center
Amazon Web Services, Inc.	Workspace ONE Drop Ship Provisioning	USA	USA	N/A

### Workspace ONE Intelligence Data Center Providers

Service Provider	Applicable Service	Primary Location	Back Up Location	DR Location
Amazon Web Services, Inc.	Hosting for Workspace ONE Intelligence <sup>5</sup> (only if purchased)	USA	USA	Same as back-up
		Ireland	Ireland	
		Germany	Germany	
		Japan	Japan	
		Australia	Australia	
		Canada	Canada	
		United Kingdom	United Kingdom	

### Workspace ONE Assist Data Center Providers

Service Provider	Applicable Service	Primary Location	Back Up Location	DR Location
Amazon Web Services, Inc.	Workspace ONE Assist <sup>6</sup> (only if purchased)	USA	USA	Same as backup
		Canada	Canada	
		Germany	Germany	
		Japan	Japan	
		Australia	Australia	
		Singapore	Singapore	
		United Kingdom	United Kingdom	
Amazon Web Services, Inc.	Workspace ONE Assist (satellite servers)	USA	N/A	N/A
	Select Workspace ONE Assist customers deployed in the US, can choose the satellite servers closest to their end users' geographies to help deliver low latency remote support sessions. Satellite servers are located in US (West), Brazil, and Singapore. These servers act as	Brazil		
		Singapore		

	protocol gateways and data is only transiently processed. No data is stored on the satellite servers.			
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VMware may use additional sub-processors for customer support – see the sub-processor listing for [Global Support Services](#).

VMware Workspace ONE Access may be licensed as part of this offering and may use additional sub-processors – see the sub-processor listing for [Workspace ONE Access](#).

If deployed on VMware Cloud on AWS, see the sub-processor listing for [VMware Cloud on AWS](#).

If you would like to receive updates to this sub-processor list, please go to <https://customerconnect.vmware.com/manage-user-profile/subscriptions> and enable notifications for this sub-processor list.

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<sup>1</sup> 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.

<sup>2</sup> Both providers are used in all locations.

<sup>3</sup> For Workspace ONE UEM deployments located in the USA, deployment size determines whether the customer is hosted in VMware Cloud on AWS or VMware Managed Data Center. Please contact your VMware Account Representative for more information.

<sup>4</sup> The data center location is generally based on the customer’s predominant user location, unless another location is selected during setup. Note: For the USA, Germany, and Japan locations, the AWS Simple Notification Service (SNS) is located in those regions; for the United Kingdom, SNS is located in Ireland.

<sup>5</sup> For customers in a Workspace ONE UEM shared hosting services environment, VMware determines the Workspace ONE Intelligence data center location based on the customer’s Workspace ONE UEM region. For Workspace ONE UEM Managed Hosting services customers, VMware determines the data center location for Workspace ONE Intelligence based on the customer’s Workspace ONE UEM region, unless otherwise agreed to by the parties. For customers using Workspace ONE UEM in their own on-premises environment, the customer selects the Workspace ONE Intelligence data center location during installation of the Workspace ONE Intelligence connector.

<sup>6</sup> VMware will use the datacenter location that matches the customer’s Workspace ONE UEM datacenter location. When Workspace ONE Assist is not available in the country of the customer’s Workspace ONE UEM datacenter location, then VMware will ask the customer which data center location should be used. UK hosting for Workspace ONE Assist is restricted to net new Workspace ONE UEM customers in Managed Hosting environments. For Workspace ONE UEM customers in existing Shared SaaS environments, Workspace ONE Assist is hosted in Germany.

<sup>7</sup> Primary data center location is in the United States. In accordance with Customer’s Workspace ONE console provisioning location, Customer Content may be processed, but is not retained, in a designated regional proxy in Singapore, Canada, India, Germany or Japan. Sub-processor controls the countries from which it provides support services.