



## Support Services

### Sub-processors

Last Updated: August 10, 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.

Subcontractor	Country	Services Performed
Cisco Systems, Inc.	USA*	Online meeting provider
Gainsight, Inc.	USA*	Customer success platform
Microsoft Corporation	USA*	Email and collaboration tools
Salesforce.com	USA*	CRM/Customer support
Zendesk, Inc	USA*	SR management (VMware Tanzu Application Catalog, SD-WAN, VMware Secure State, Cloudhealth by VMware, VMware's Carbon Black products/services, only)
Zoom Video Communications, Inc.	USA*	Online meeting provider
Amazon Web Services, Inc.	USA	Hosting provider and platform services (Skyline only)
OwnBackup, Inc.	USA*	Backup hosting provider (VMware Carbon Black products/services only)
Khoros, LLC	USA*	Hosting user exchange platform (VMware Carbon Black products/services only)
Clarizen, Inc.	USA*	Platform used to manage professional services engagements (VMware Carbon Black products/services only)
Intercom, Inc.	USA*	Customer chat

*\* 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.*

If you would like to receive updates to this sub-processor list, please go into your user profile subscription tab settings available at <https://my.vmware.com/group/vmware/profile>, and enable notifications for this sub-processor list.

### Sub-processors who provide contract staff

The following sub-processors provide contract staff that work in close coordination with VMware staff to help provide the support services to VMware customers and in the course of doing so may be exposed to Your Content/Support Request Content (including personal data contained therein). For example, a sub-processor may perform remote troubleshooting and in the course of doing so may be exposed to snippets of Your Content/Support Request Content in a server crash log. In all such cases, Your Content/Support Request Content still resides only in VMware systems, and subject to VMware tools, policies and supervision.

Sub-processor	Country
Jet Info Systems**	Russia*
Neusoft IT Services Co., Ltd. ***	China* (also supports customers located in South Korea)
IT Solution Factor Sp. z o.o. **	Poland*
D724 Bilişim Hizmetleri**	Turkey*
Concentrix Corporation	India
Japan Third Party Co Ltd	Japan*

\*Local support

\*\* Support services limited to VMware vSphere, VMware vCentre Server, VMware ESXI (storage and networking), VMware Site Recovery Manager

\*\*\* Support services limited to VMware vSphere, VMware vCentre Server, VMware ESXI (storage and networking), VMware Site Recovery Manager, Horizon View and vRealize Operation Manager

### VMware Affiliates

Subcontractor	Country
VMware Australia Pty Ltd	Australia
VMware Software e Serviços Brasil Ltda.	Brazil
VMware Canada ULC	Canada
VMware Information Technology (China)	China
VMware Costa Rica Ltda.	Costa Rica
VMware Egypt	Egypt
VMware Global Inc. – Germany Branch	Germany
VMware Software India Private Limited	India
VMware International Unlimited Company	Ireland
VMware Israel	Israel
VMware, K.K	Japan
VMware Korea Co., Ltd.	Korea, Republic of
VMware Singapore Pte. Ltd.	Singapore
Taiwan VMware Information Technology LLC	Taiwan
VMware UK Limited	United Kingdom
VMware, Inc.	United States
Dell EMC	United States