

SolarWinds Service Desk Sub-Processor List

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SolarWinds Worldwide engages sub-processors and SolarWinds Affiliates to assist in providing Services for SolarWinds Service Desk. Prior to this update, SolarWinds Service Desk was licensed by SolarWinds ITSM. For purposes of this Sub-Processor List, all references to SolarWinds ITSM shall be deemed SolarWinds Worldwide, LLC. Defined terms used herein shall have the same meaning as defined in the Software Services Agreement (“SSA”).

This document does not give You any additional rights or remedies and should not be construed as a binding agreement between You and SolarWinds ITSM. This information is provided to illustrate SolarWinds ITSM’s engagement process for sub-processors and set forth the list of third-party sub-processors and SolarWinds Affiliates used by SolarWinds ITSM.

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What is a Sub-processor?

A sub-processor is a third-party data processor engaged by SolarWinds, including SolarWinds Affiliates, processing Personal Data. SolarWinds has adequate data transfer mechanisms in place with each sub-processor.

Due Diligence

SolarWinds ITSM recognizes that the use of sub-processors creates potential risks that must be properly managed. Before entering into any third-party relationships, we take deliberate steps to conduct an assessment of risk arising from the vendor relationship.

Any sub-processor who has access to SolarWinds ITSM Personal Data are expected to demonstrate their security policies, processes, and procedures and prove that they are able to provide adequate protection of such data, including against misuse or compromise. For more information, see our [Vendor Data Protection Requirements](#) page.

Contractual Safeguards

SolarWinds ITSM requires its sub-processors to satisfy similar obligations as those required by SolarWinds ITSM (as Your data processor) as set forth in SolarWinds ITSM’s Data Processing Addendum (“DPA”), including:

- Processing Personal Data in accordance with the data controller’s (Your) documented instructions;
- Ensuring personnel engaged in the Processing of Personal Data are informed of the confidential nature of the Personal Data and are subject to an obligation of confidentiality;

- Implementing and maintaining commercially reasonable administrative, physical, and technical safeguards designed to protect the security, confidentiality, and integrity of Personal Data;
- Informing and cooperating with SolarWinds ITSM in the event of a security breach; and
- Cooperating with SolarWinds ITSM with requests from data controllers, data subjects, or data protection authorities, as applicable.

Process to Engage New Sub-processors

If You have executed SolarWinds ITSM's standard DPA, SolarWinds ITSM regularly update the list of sub-processors that are utilized or which SolarWinds ITSM proposes to utilize to deliver its Services. Pursuant to the DPA, You may object in writing to the processing of Your Personal Data by a new sub-processor within ten (10) business days following the update. If You do not object during such time period, the new sub-processor(s) shall be deemed accepted. If You object to the use of a new sub-processor, SolarWinds ITSM may choose to:

- recommend changes to the Services or Your configuration of the Services to avoid Processing by the new sub-processor; or
- cease to provide You with the particular aspect or feature of SolarWinds ITSM Services that would involve use of the sub-processor.

Termination rights, as applicable and agreed, are set forth exclusively in the DPA.

The following is a list of the names and locations of SolarWinds ITSM sub-processors, including SolarWinds Affiliates and third parties:

Infrastructure

The following sub-processors provide the infrastructure to host Services and Service Data. Personal Data may be transferred to help ensure performance, availability, and reliability.

Entity Name	Entity Type	Entity Country*
AWS	Hosted Services	United States

*Location of sub-processor headquarters.

Services Specific Sub-processors

SolarWinds ITSM engages the following sub-processors to help enable its Services. In order to provide the relevant functionality, these sub-processors have access to relevant Personal Data:

Sub-Processor	Purpose	Entity Country*
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Apple App Store	Mobile Applications	United States
BrightTalk	Customer Support	United States
Engine Yard	Application Monitoring	United States
GitHub	Code Repository	Australia
Google Analytics	Analytics	United States
Google Play	Mobile Applications	United States
New Relic	Analytics	United States
Pendo	Analytics	United States
Reblaze	Website Security	Israel
Salesforce	Customer Support	United States
Sendgrid	Email Service	United States

*Location of Sub-processor headquarters.

SolarWinds Affiliates

The following entities are affiliates of SolarWinds ITSM. Accordingly, they function as sub-processors to provide the Services. Customers that use the Services may have their Personal Data processed by:

Entity Name	Entity Country
SolarWinds Czech s.r.o.	Czech Republic
SolarWinds ITSM UK Ltd.	United Kingdom
SolarWinds ITSM Netherlands B.V.	Netherlands

SolarWinds ITSM US, Inc.	United States
SolarWinds Poland sp.Z.o.o.	Poland
SolarWinds Software Asia PTE Ltd.	Singapore
SolarWinds Software Australia Pty Ltd.	Australia
SolarWinds Software Europe Designated Activity Company	Ireland
SolarWinds Worldwide, LLC	United States
SolarWinds Japan KK	Japan