

SolarWinds ITOM-SaaS Sub-Processor List

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SolarWinds engages sub-processors and SolarWinds Affiliates to assist in providing SolarWinds' Services. 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. This information is provided to illustrate SolarWinds' engagement process for sub-processors and set forth the list of third-party sub-processors and SolarWinds Affiliates used by SolarWinds.

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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 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 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 requires its sub-processors to satisfy similar obligations as those required by SolarWinds (as Your data processor) in SolarWinds' 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 in the event of a security breach; and
- Cooperating with SolarWinds with requests from data controllers, data subjects, or data protection authorities, as applicable.

Process to Engage New Sub-processors

If You have executed SolarWinds' standard DPA, SolarWinds regularly updates the list of sub-processors that are utilized or which SolarWinds 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 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 the particular aspect or feature of SolarWinds 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 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	Product(s)	Entity Country*
AWS	Hosted Services	AppOptics, Database Performance Monitor (DPM), Loggly, Papertrail, Pingdom	United States
Equinix	Hosted Services	Loggly	United States
Rails Machine	Hosted Services	Pingdom Server Monitor (PSM)	United States
SoftLayer	Hosted Services	Papertrail	United States

*Location of Sub-processor headquarters.

Services Specific Sub-processors

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

Sub-Processor	Purpose	Product(s)	Entity Country*
AWS S3	Customer Support	Loggly	United States
Chartmogul	Customer Support	AppOptics	Germany
Confluence	Customer Support	Loggly	United States
Datadog	Data Analytics	DPM	United States
Enchant	Customer Support	Papertrail	Canada

Freshdesk	Customer Support	AppOptics, Traceview	United States
Front App	Customer Support	Pingdom Server Monitor	United States
FullStory	Customer Support	AppOptics	United States
FunnelSide	Customer Support	DPM	United States
GitHub	Product Management	AppOptics, DPM, Pingdom, PSM, Loggly, Papertrail	United States
Google Apps	Customer Support	AppOptics, Pingdom Server Monitor, Loggly, Papertrail, Traceview	Australia
HubSpot	Customer Success / Support	DPM	United States
Intercom	Customer Support	AppOptics, DPM, Loggly, Pingdom Server Monitor	United States
JIRA	Customer Support	Loggly	Australia
Mailgun	User emails	AppOptics, Papertrail	United States
Microsoft	Communications	AppOptics, Loggly, Pingdom, PSM, Traceview	United States
Mixpanel	Customer Support	AppOptics, Papertrail, PSM	United States
Natero	Performance Monitoring	DPM	United States
New Relic	Performance Monitoring	DPM	United States
NetSuite	Customer Support	AppOptics, Loggly, Pingdom, PSM, Traceview	United States
OpsGenie	Customer Alerts	Pingdom Server Monitor	United States
Outreach	Customer Communications	AppOptics, DPM, Loggly, Pingdom, PSM, Traceview	United States
Pagerduty	Customer Alerts	AppOptics, PSM, Traceview	United States
Salesforce	Customer service management, authentication, and communications	AppOptics, DPM, Loggly, Pingdom, PSM, Traceview	United States
Sendgrid	Customer Communications	AppOptics, DPM, Pingdom, Traceview	United States
Sentry.io	Error Reporting	AppOptics, Pingdom, PSM, Traceview	United States
Slack	Customer Support	AppOptics, DPM, Loggly, Papertrail, PSM Traceview	United States

Totango	Marketing	AppOptics, Loggly, Papertrail, Pingdom	United States
Vonage	Customer Alerts	AppOptics, Loggly, Papertrail, Pingdom	United States
Zendesk	Customer Support	Pingdom	United States

*Location of Sub-processor headquarters.

SolarWinds Affiliates

The following entities are affiliates of SolarWinds. 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 US Inc.	United States
Loggly, Inc.	United States
Pingdom AB	Sweden
SolarWinds Czech s.r.o.	Czech Republic
SolarWinds Japan KK	Japan
SolarWinds Software Asia Pte Ltd.	Singapore
SolarWinds Software Australia Pty. Ltd.	Australia
SolarWinds Technology B.V.	Netherlands
SolarWinds Poland sp. Z.o.o	Poland
SolarWinds Software Europe Designated Activity Company	Ireland
SolarWinds Worldwide, LLC	United States
VividCortex, Inc.	United States