

**SUBPROCESSORS AUTHORIZED TO PROCESS PERSONAL INFORMATION  
IN CONNECTION WITH MAGENTO SERVICES**

**Last Updated: December 9, 2019**

X.commerce, Inc. d/b/a Magento, Inc. (“Magento”) uses certain subprocessors (including affiliates and third parties of Magento, as further described below), and content delivery networks, material to Magento’s provision of Magento Commerce (cloud), Magento Order Management, and Magento Business Intelligence (the “Services”). Any defined terms used herein shall have the same meaning as defined in Customer’s commercial agreement with Magento. For all Customers who have entered into Magento’s standard DPA, Magento will provide notice via this policy of updates to the list of subprocessors that are utilized. Magento undertakes to keep this list updated regularly to enable its Customers to stay informed of the scope of subprocessing of personal information associated with the Services.

**Subprocessors – Data storage services**

Magento owns or controls access to the infrastructure that Magento uses to host Customer data submitted to the Services. Currently, Magento production systems for the Services are located in facilities in the US and Europe.

Entity Name	Service Description
Amazon Web Services (AWS)	Cloud service hosting provider
Elasticsearch	Cloud based scaled computing resources

**Subprocessors – Support and CRM services**

Magento works with certain third parties in conjunction with Magento’s internal Customer support and relationship management.

Entity Name	Service Description	Entity Country Location
Avalara	Tax calculation provider	US
Braintree	Mobile and web payment system	US
Clearbit	CRM insights tool	US
Datahug	CRM management tool	US
Gainsight	Customer relationship management	US
Google	Web analytics service	US
Heap	Web analytics service	US
Hotjar	Web analytics service	US
LinkedIn Sales Navigator	CRM insights tool	US
Marketo	Marketing automation platform and database	US
NetSuite	Financial accounting system	US
Outreach	Sales engagement platform	US
Salesforce	Customer relationship management (CRM) platform	US
StrikeIron	Data verification service	US
Zendesk	Customer service software	US

**Subprocessors – Services specific**

Magento works with certain third parties to provide specific functionality within the Services or as related to the provision of the Services.

Entity Name	Service Description	Services	Entity Country Location
New Relic	Software analytics to monitor application interactions and performance.	Magento Commerce Magento Order Management	US
Platform.sh	Web hosting services and infrastructure customer support	Magento Commerce	France
SendGrid	Transactional email deliverability tool (default tool but can be replaced by Customer with another email deliverability tool)	Magento Commerce	US
Threat Stack	Intrusion detection system	Magento Commerce	US
Intercom	Customer messaging platform	Magento Business Intelligence	US
Wootric (optional)	Net Promotor Score platform	Magento Business Intelligence	US
Braintree	Mobile and web payment systems	Magento Order Management	US
Google Maps (optional)	Web mapping service	Magento Order Management	US
Signyfid (optional)	Financial risk review service	Magento Order Management	US
Zeta (optional)	Email provider for transactional communication; utilized for certain legacy Customers only	Magento Order Management	US
Avalara (optional)	Tax calculation provider; utilized for certain legacy US Customers only	Magento Order Management	US
Algolia	Search as a service	Magento Marketplace	US
Bazaarvoice	Ratings and reviews functionality	Magento Marketplace	US
Temando	Shipping platform	Magento Shipping Magento Marketplace	UK

**The following are Magento Affiliates. Accordingly, they may function as subprocessors to provide the Services:**

Entity Name	Country
X.commerce, Inc. dba as Magento, Inc.	United States
Magento Commerce International Limited	Ireland
X.Commerce Development Center LLC	Ukraine

**Certain Services may use content delivery networks (“CDNs”) to optimize content delivery:**

CDN Provider	Services Using CDN	CDN Location	Description
Fastly	Magento Commerce	Global	Public website content served to website visitors may be transmitted by Fastly, to website visitors, to expedite transmission.

**As an Adobe Company, the following Adobe Affiliates may process data to provide the Services:**

Name of Entity	Entity Type	Service Provided	Location
Adobe Inc.	Adobe Affiliate	Hosting and Support Services	United States
Adobe Systems Engineering GmbH	Adobe Affiliate	Support Services	Germany
Adobe Systems India Pvt. Ltd	Adobe Affiliate	Support Services	India
Adobe Systems Romania S.r.l	Adobe Affiliate	Support Services	Romania
Adobe Research Schweiz AG	Adobe Affiliate	Support Services	Switzerland
Adobe Systems Canada, Inc.	Adobe Affiliate	Support Services	Canada
Adobe Systems Europe Limited	Adobe Affiliate	Support Services	United Kingdom