

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

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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<br>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                      |

**Subprocessors – Magento Affiliates**

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

| Entity Name                              | Country        |
|--|----------------|
| Magento Germany GmbH                     | Germany        |
| Magento Commerce International Limited   | Ireland        |
| Magento Technologies International, S.L. | Spain          |
| X.Commerce Development Center LLC        | Ukraine        |
| Magento Commerce UK Limited              | United Kingdom |
| X.commerce, Inc. dba as Magento, Inc.    | United States  |

**Subprocessors - Content Delivery Networks**

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. |