



## NOTIFICATION OF NEW SUBPROCESSORS FAQ – JUNE 2025

Riverbed is making some changes to some of the technology and tools we use to deliver Riverbed products and services. As these new vendors (subprocessors) may process your organization's "personal data" (as defined under the European Union's General Data Protection Regulation and other applicable data protection laws) in connection with our offerings, Riverbed has provided customers with notification of these updates. This FAQ addresses certain questions asked in connection with Riverbed's recent subprocessor notification.

### 1. Does this notice apply to my organization?

The subprocessor notice applies to all current Riverbed IQ Ops customers.

### 2. Has Riverbed appointed any new third-party subprocessors?

Yes. The new subprocessors used in our products are outlined in the table below:

Subprocessor	Processing Description	Processing Location	Additional Details
Amazon Web Services, Inc.	Cloud hosting and infrastructure provider	United States Germany Australia United Kingdom	Maps to a customer's underlying Azure data center region selection.

### 3. Where are the processing locations for the new subprocessor above?

Amazon Web Services, Inc. ("AWS") processing maps to a customer's underlying Azure data center regions and occurs in the United States, Germany, Australia, or the United Kingdom.

### 4. Does Riverbed have a data protection agreement and cross border personal data transfer mechanism in place with these subprocessors?

Yes. Riverbed has entered into agreements with AWS that impose obligations ensuring the subprocessing of personal data is protected to the standard required by applicable data protection laws and incorporate the EU Standard Contractual Clauses (SCCs).

### 5. Does my organization need to take any action in response to the subprocessor notification?

Please refer to the subprocessor notice you should have received – it sets out the process for the appointment of additional subprocessors.



**6. Does my organization need to sign a new data processing agreement (DPA) or do we need to amend the existing DPA?**

No, the existing DPA in place already sets out the process for the appointment of additional subprocessors. Riverbed has notified you of the appointment of the new subprocessor in accordance with that process.

**7. Where does Riverbed publish its list of subprocessors?**

A complete list of Riverbed's subprocessors is published publicly at [www.riverbed.com/legal/subprocessors](http://www.riverbed.com/legal/subprocessors). Riverbed's Trust Center (available at [www.riverbed.com/trust-center](http://www.riverbed.com/trust-center)) also offers Riverbed documentation related to security, privacy, and compliance.