



NOTIFICATION OF NEW SUBPROCESSORS FAQ – NOVEMBER 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 NPM+ customers who enable use of the Riverbed Data Store to access NPM+ data. This will allow features such as Workspaces, Automations, and APIs to access your NPM+ data.

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
Microsoft Corporation (Azure)	Cloud hosting and infrastructure provider	United States Germany Australia UK Canada	Applies only if a customer enables use of the Riverbed Data Store, which allows features such as Workspaces, Automations, and APIs to access customer's NPM+ data. Customers may select an Azure data center region from the options at left.

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

Microsoft Corporation ("Microsoft") processing occurs in the United States, Germany, Australia, the United Kingdom, or Canada.

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 Microsoft 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.

This document is for informational purposes only and does not form a part of any agreement between Riverbed and its customers.



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. Riverbed's Trust Center (available at www.riverbed.com/trust-center) also offers Riverbed documentation related to security, privacy, and compliance.