# riverbed

**RIVERBED SUBPROCESSORS**

*Last updated February 23, 2026*

Riverbed Technology LLC (or one of its affiliates listed below) ("**Riverbed**") engages certain infrastructure subprocessors, platform subprocessors and customer success subprocessors to provide product and services offerings to its customers. The applicability of the subprocessors below depends on one or more of the following: data center region, the offering purchased, and the offering-specific features that a customer enables and/or opts to use.

## Third Parties

### Aternity EUEM

| Subprocessor | Processing Description | Processing Location | Additional Details |
|---|---|---|---|
| Amazon Web Services, Inc. | Cloud hosting and infrastructure provider | United States Australia Germany Canada UK* Sweden | Customers may select an AWS data center region from the options at left. AWS is not used for customers who select the Kingdom of Saudi Arabia as their region. |
| Etihad Etisalat Company | Cloud hosting and infrastructure provider (Mobily) | Kingdom of Saudi Arabia | Applies only to customers that select the Kingdom of Saudi Arabia as their region. |
| Databricks, Inc. | Product data pipeline and analytics services | See Additional Details | Maps to a customer's underlying AWS data center region selection, unless customer has selected Sweden or the Kingdom of Saudi Arabia. If customer has selected Sweden or the Kingdom of Saudi Arabia, Databricks is not used. |
| Microsoft Corporation | Cloud hosting and infrastructure provider | United States Germany Australia Canada UK | Applies only if a customer enables one or more of Aternity's optional features that leverage Microsoft Azure services, such as the Intelligent Service Desk capabilities or Self Service capabilities. The region will map to the customer's existing data center region if listed at left; if customer's data center region is not listed, then customers may select an Azure data center region from the options at left. |
| WalkMe, Inc. | In-product contextual guidance and workflow support functionality | United States | The type of personal data processed by WalkMe is limited solely to public IP addresses. |
| Salesforce, Inc. (as successor to Zoomin Software, Inc.) | In-product help functionality | United States | The type of personal data processed by Salesforce is limited solely to public IP addresses. |

*\*Available to select UK government customers only*

### Aternity Mobile

| Subprocessor | Processing Description | Processing Location | Additional Details |
|---|---|---|---|
| Amazon Web Services, Inc. | Cloud hosting and infrastructure provider | United States Australia Germany Canada UK* Ireland** | If customer has Aternity EUEM, maps to a customer's underlying AWS data center region selection for Aternity EUEM.<br><br>Otherwise, customer may select an AWS data center region from the options at left. |

*\*Available to select UK government customers only*

*\*\*Only available to existing Aternity Mobile customers already deployed in Ireland instance*

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*Aternity UJI*

| Subprocessor | Processing Description | Processing Location |
|---|---|---|
| Blue Triangle Technologies, Inc. | Online customer journey analytics platform | United States |
| Amazon Web Services, Inc. | Cloud hosting and infrastructure provider | United States<br>Australia<br>Germany<br>UK |
| Google LLC | Cloud hosting and infrastructure provider | United States<br>Germany |
| Snowflake Computing | Database PaaS | United States<br>Germany |

*NPM+*

| Subprocessor | Processing Description | Processing Location | Additional Details |
|---|---|---|---|
| Amazon Web Services, Inc. | Cloud hosting and infrastructure provider | United States<br>Australia<br>Germany<br>Canada<br>UK* | Customers may select an AWS data center region from the options at left. |
| Clickhouse, Inc. | Cloud database | United States<br>Australia<br>Germany<br>UK* | Maps to a customer's underlying AWS data center region selection to the extent customer has chosen one of the options at left |
| Databricks, Inc. | Product data pipeline and analytics services | See Additional Details | Maps to a customer's underlying AWS data center region selection. |
| Microsoft Corporation | Cloud hosting and infrastructure provider | United States<br>Germany<br>Australia<br>UK | Applies only if a customer enables NPM+'s Packet Capture Module capabilities; customers may select an Azure data center region from the options at left. |
| Microsoft Corporation | Cloud hosting and infrastructure provider | United States<br>Germany<br>Australia<br>UK<br>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. |
| WalkMe, Inc. | In-product contextual guidance and workflow support functionality | United States | The type of personal data processed by WalkMe is limited solely to public IP addresses. |
| Salesforce, Inc. (as successor to Zoomin Software, Inc.) | In-product help functionality | United States | The type of personal data processed by Salesforce is limited solely to public IP addresses. |

*Available to select UK government customers only*

*Riverbed APM (f/k/a Aternity APM)*

| Subprocessor | Processing Description | Processing Location | Additional Details |
|---|---|---|---|
| Amazon Web Services, Inc. | Cloud hosting and infrastructure provider | United States<br>Australia<br>Germany<br>Canada<br>UK*<br>Sweden | Customers may select an AWS data center region from the options at left. |

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*Riverbed Data Express*

| Subprocessor | Processing Description | Processing Location |
|---|---|---|
| Oracle America, Inc. | Cloud hosting and infrastructure provider | United States |

*Riverbed IQ Ops*

| Subprocessor | Processing Description | Processing Location | Additional Details |
|---|---|---|---|
| Microsoft Corporation | Cloud hosting and infrastructure provider | United States Canada Germany Australia UK | Customers may select an Azure data center region from the options at left. |
| Amazon Web Services, Inc. | Cloud hosting and infrastructure provider | United States Canada Germany Australia UK | Maps to a customer's underlying Azure data center region selection. |
| Amazon Web Services, Inc. | Cloud hosting and infrastructure provider | See Additional Details | Applies only if a customer enables use of the Riverbed IQ Assist feature leveraging AWS AI capabilities; customer's data may be processed in the regions specified here. The new data processing regions will correspond to the customer's underlying Azure/AWS data center region selection as shown in the linked table. |

*SteelHead SaaS (f/k/a SaaS Accelerator)*

| Subprocessor | Processing Description | Processing Location | Additional Details |
|---|---|---|---|
| Amazon Web Services, Inc. | Cloud hosting and infrastructure provider | United States Australia Germany Singapore | Customers may select an AWS data center region from the options at left in which the infrastructure for SteelHead SaaS Manager (i.e., control and management console) is hosted. |
| Microsoft Corporation | Infrastructure for SaaS Accelerator's accelerator service clusters | United States Australia Amsterdam Brazil Canada India Japan Singapore South Korea United Arab Emirates United Kingdom | Where a customer's third-party SaaS application is hosted dictates the Azure data center region in which the infrastructure for SteelHead SaaS's accelerator service clusters is hosted. |

*Support Services*

| Subprocessor | Processing Description | Processing Location | Additional Details |
|---|---|---|---|
| inContact, Inc. (d/b/a NICE inContact) | Support case routing platform | United States | The type of personal data processed by NICE inContact is limited to technical support contact data. |
| salesforce, inc. | Customer account and support administration platform | United States | The type of personal data processed by SFDC is limited to that incidentally included in support data. |

## Riverbed Affiliates

Depending on a customer's geographic location, and the nature of the offering being provided, Riverbed may also engage one or more of the following affiliates as subprocessors to provide technical and operational support.

- Riverbed Technology Pvt Ltd. – India
- Riverbed Technology Labs SRL – Romania
- Riverbed Technology Pte. Ltd. – Singapore
- Aternity Information Systems Ltd. – Israel

## Notification of Subprocessor Updates

Riverbed will post updates to Subprocessors on this webpage. Riverbed customers may also subscribe to notifications of Subprocessor updates by emailing contracts@riverbed.com with the subject: "Request to Subscribe to Subprocessor Notifications".

## Non-Riverbed Technology

Please note that certain Riverbed offerings may be integrated with third-party technology not provided by Riverbed. Such integrations are optional (at customer's election) and subject to the third-party's terms, including without limitation the list of applicable subprocessors (if any), accompanying such third-party technology.

## FAQ

For additional information about recent changes to this page, please see our FAQ.