



# Riverbed Subprocessors

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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.

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## 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 Singapore Kingdom of Saudi Arabia**	Customers may select an AWS data center region from the options at left.
Databricks, Inc.	Product data pipeline and analytics services	See Additional Details	Maps to a customer's underlying 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



Subprocessor	Processing Description	Processing Location	Additional Details
			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

\*\*Data is stored on equipment in the Kingdom of Saudi Arabia in an AWS colocation facility operated by Etihad Etisalat Company (Mobily).

### Aternity Mobile

Subprocessor	Processing Description	Processing Location	Additional Details
Amazon Web Services, Inc.	Cloud hosting and infrastructure provider	United States Australia Germany Canada UK* Sweden Singapore Ireland**	If customer has Aternity EUEM, maps to a customer's underlying AWS data center region selection for Aternity EUEM if listed at left.  Otherwise, customer may select an AWS data center region from the options at left.
Databricks, Inc.	Product data pipeline and analytics services	See Additional Details	Maps to a customer's underlying data center region selection, unless customer has selected Sweden or Ireland. If customer has selected Sweden or Ireland, 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. Not available for customers in the Ireland data center region.
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. Not available for customers in the Ireland data center region.
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. Not available for customers in the Ireland data center region.

\*Available to select UK government customers only

\*\*Only available to existing Aternity Mobile customers already deployed in Ireland instance. For customers in the Ireland instance, no other subprocessors are used.



## 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 Australia Germany UK
Google LLC	Cloud hosting and infrastructure provider	United States Germany
Snowflake Computing	Database PaaS	United States Germany

## NPM+

Subprocessor	Processing Description	Processing Location	Additional Details
Amazon Web Services, Inc.	Cloud hosting and infrastructure provider	United States Australia Germany Canada UK* Singapore	Customers may select an AWS data center region from the options at left.
Clickhouse, Inc.	Cloud database	United States Australia Germany UK* Singapore	Maps to a customer's underlying AWS data center region selection to the extent customer has chosen one of the options at left. For customers in the Canada data center region, data is processed in the United States.
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 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.
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 Riverbed APM)

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

\*Available to select UK government customers only



### Riverbed Data Express

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

### Riverbed IQ (f/k/a 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 <a href="#">here</a> . 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.



Subprocessor	Processing Description	Processing Location	Additional Details
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

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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

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

## Non-Riverbed Technology

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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

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For additional information about recent changes to this page, please see our [FAQ](#).