

DocuSign Services Subprocessor List

Effective Date: August 11, 2023

Change Log

Date of Change	Description of Change
August 11, 2023	<ul style="list-style-type: none">• Customer Success Subprocessors<ul style="list-style-type: none">◦ Added Cognizant Worldwide Limited• Platform Subprocessors<ul style="list-style-type: none">◦ Added Oracle as a Subprocessor for contract administration purposes◦ Removed SMS & phone authentication and SMS Delivery as purposes for Sinch AB services◦ Removed optional payment gateway for Spreedly services◦ Corrected prior removal of Twilio removal as a Subprocessor• Trust Service Provider (TSP) Services Subprocessors
May 31, 2023	<ul style="list-style-type: none">• Infrastructure Subprocessors<ul style="list-style-type: none">◦ Updated name change of Sungard Availability Services LP to 365 Data Center Services, LLC (FKA Sungard)◦ Added Email Delivery as new purpose for AWS services• Platform Subprocessors<ul style="list-style-type: none">◦ Clarified the purpose for Cloverleaf services to Electronic Health Record processing

	<ul style="list-style-type: none"> ○ Removed SMS & phone authentication and SMS Delivery as purposes for Sinch AB services ○ Removed Twilio as a Subprocessor ○ Removed Constellation Technology Solutions Inc. (dba Axacore) as a Subprocessor ○ Added GoCardless as a Subprocessor for payment gateway services ● Trust Service Provider (TSP) Services Subprocessors <ul style="list-style-type: none"> ○ Removed AriadNext as a Subprocessor (due to merger with IDnow) ● Customer Success Subprocessors <ul style="list-style-type: none"> ○ Updated name change of Sykes Enterprises, Inc. to Foundever ○ Removed Archive Systems
February 2, 2023	<ul style="list-style-type: none"> ● General <ul style="list-style-type: none"> ○ Reconfigured the subprocessor list to single page with specific focus on subprocessor contact details, data center locations, services purchased and service specific features, with additional emphasis on the services specifically relating to our Trust Service Provider (DocuSign France SAS) ○ Reconfigured the subprocessor web page as follows: retained the overview section, deleted the pages dedicated to specific products, and insert a link to the Subprocessor List as a PDF file ● DocuSign eSignature <ul style="list-style-type: none"> ○ Added Onfido as a Subprocessor for ID Verification ○ Added Cloverleaf as a Subprocessor for payment gateway services ○ Added ElasticSearch Limited as a Subprocessor for implementation services ○ Removed Smart Communications as a Subprocessor ● DocuSign Notary <ul style="list-style-type: none"> ○ Removed CloudFlare, Logz.io, Alloy and Vouched as subprocessors of the DocuSign Notary Service ● DocuSign CLM <ul style="list-style-type: none"> ○ Added ElasticSearch Limited as a Subprocessor for implementation services ○ Removed Advanced Technology Group as a subprocessor of CLM ● Trust Service Provider

	<ul style="list-style-type: none"> ○ Added PENTA as a Subprocessor, Trust Service Provider for infrastructure services (replaced Sungard Availability Services LP)
August 12, 2022	<ul style="list-style-type: none"> ● DocuSign eSignature <ul style="list-style-type: none"> ○ Added Ubble as a subprocessor (ID Verification) supporting the ID Verification for QES service ○ Added Microsoft Azure as a data center hosting and infrastructure services provider for accounts based in the United States and EU ○ Remove Google LLC as a subprocessor ● DocuSign Notary <ul style="list-style-type: none"> ○ Added Microsoft Azure as a data center hosting and infrastructure services provider for DocuSign Notary ○ Added Mitek, Acuant, AriadNEXT as a subprocessor (ID Verification) supporting the DocuSign Notary service
July 27, 2022	<ul style="list-style-type: none"> ● DocuSign CLM <ul style="list-style-type: none"> ○ Added Microsoft Azure as a data hosting provider for new accounts provisioned in Australia and Canada, and updated Germany and Netherlands locations to the EU ○ Removed Oya as a subprocessor
March 1, 2022	<ul style="list-style-type: none"> ● General <ul style="list-style-type: none"> ○ Updated names of the DocuSign Services ● DocuSign CLM <ul style="list-style-type: none"> ○ Added Microsoft Azure as data hosting provider (Germany & Netherlands) ● DocuSign eSignature <ul style="list-style-type: none"> ○ Added a new optional payment gateway (Spreedly Inc.) for DocuSign eSignature ○ Added Sinch AB as a new SMS service provider ○ Added “SMS delivery” to the purpose (optional) section of the following SMS providers (Vonage, TeleSign and Twilio)



Infrastructure Subprocessors

The DocuSign Services rely upon the following infrastructure subprocessors to support the delivery of the DocuSign Services.

At the time of provisioning, DocuSign customers may choose the location in which their accounts are provisioned (i.e. Europe (EU, UK), US, Canada or Australia), but the choice must be selected in advance and can only be established at the time a customer's instance is initially provisioned. For more information, see [Data residency for DocuSign Services](#).

Subprocessor Name	Contact Details	Data Center Location(s)	Applicable Service(s) and Service Specific Features	Purpose	Applicable DocuSign Group Entity
Amazon Web Services	410 Terry Avenue North Seattle, WA 98109, United States https://aws.amazon.com/contact-us/compliance-support/	United States	DocuSign eSignature - specific to DocuSign Notary; DocuSign CLM	Data hosting and applicable Infrastructure services, including Email Delivery	DocuSign, Inc. (DocuSign eSignature, DocuSign CLM) Liveoak Technologies, Inc. (DocuSign Notary)
Cyxtera Communications, LLC	BAC Colonnade Office Towers, 2333 Ponce de Leon, Suite 900, Coral Gables, FL 33134, United States CustomerCare@cyxtera.com	United States	DocuSign eSignature (US instance)	Infrastructure services	DocuSign, Inc.

Equinix	Rembrandt Tower, Amstelplein 1, 1096HA, Amsterdam, Netherlands	France; Germany; Netherlands; United Kingdom; United States	DocuSign eSignature (EU instance); Trust Service Provider Services (France only)	Infrastructure services	DocuSign, Inc. DocuSign France SAS
	1 Lagoon Drive, 4th Floor, Redwood City, CA 94065, United States support@equinix.com		DocuSign CLM (US; European instance)	Infrastructure services	DocuSign, Inc.
Google, LLC	Gordon House, Barrow Street, Dublin 4, Ireland	Belgium; Canada; Germany; Switzerland, United Kingdom; United States	DocuSign Insight and Analyzer services	Data hosting and applicable Infrastructure services	DocuSign, Inc.
	Brandschenkestrasse, 110 8002, Zürich, Switzerland				
	111 Richmond Street, West Toronto, ON M5H 2G4, Canada				
	1600 Amphitheatre Parkway Mountain View, CA 94043, United States https://about.google/intl/ALL_us/contact-google/				

Microsoft Corporation (Azure)	<p>One Microsoft Place, South County Business Park, Leopardstown, Dublin 18, Ireland</p> <p>D18 P521 1 Denison Street, North Sydney, NSW, 2060, Australia</p> <p>4400-81 Bay St., Toronto, ON M5J 0E7, Canada</p> <p>1 Microsoft Way, Redmond, WA 98052, United States</p> <p>msft@microsoft.com</p>	Australia; Canada; European Union; United States	DocuSign eSignature; DocuSign CLM; (Depending on location selected at provisioning)	Data hosting and applicable Infrastructure services	DocuSign, Inc.
Penta (replaced Sungard Availability Services LP)	<p>93, cours de Petites Ecuries, Longes, 77185 France</p> <p>AskASCompliance@sungardas.com</p>	France	Trust Service Provider Services	Infrastructure services	DocuSign France SAS
365 Data Centers Services, LLC (FKA Sungard)	<p>565 E Swedesford Road, Suite 320, Wayne, PA 19087, United States</p> <p>AskASCompliance@sungardas.com</p>	United States	DocuSign eSignature (Data Center for U.S. Customers only)	Infrastructure services	DocuSign, Inc.

Switch, Inc.	7135 South Decatur Boulevard, Las Vegas, NV 89118, United States https://www.switch.com/contact	United States	DocuSign CLM (US instance)	Infrastructure services	DocuSign, Inc.
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Platform Subprocessors

DocuSign uses the below service platform subprocessors to provide functionality within the listed DocuSign Service.

The following service platform subprocessors may be applicable to all processing locations depending on the customers' use of the DocuSign Services.

Subprocessor Name	Contact Details	Data Center Location(s)	Applicable Service(s) and Service Specific Features	Purpose	Applicable DocuSign Group Entity
Adyen N.V.	274 Brannan Street, Suite 600, San Francisco, CA 94107, United States https://www.adyen.com/contact	United States	DocuSign eSignature - specific to DocuSign Payments (Optional customer feature)	Payment gateway	DocuSign, Inc.
Acuant, Inc.	2018 Powers Ferry Road SE, Suite 720, Atlanta, GA 30339, United States	United States	DocuSign eSignature and/or DocuSign Notary - specific to DocuSign ID Verification	Identity Verification	DocuSign, Inc.

	compliance@gbgplc.com				
Australian Postal Corporation (Digital ID)	111 Bourke Street, Melbourne Vic 3000. GPO Box 1777, Melbourne Victoria 3001 Australia	Australia; New Zealand	DocuSign eSignature - specific to DocuSign ID Verification	Identity Verification	DocuSign, Inc.
Cloverleaf (Infor)	641 Avenue of the Americas. New York, NY 10011 https://www.infor.com/about/contact	United States	DocuSign eSignature	Electronic Health Record processing	DocuSign, Inc.
CyberSource (Visa Inc.)	PO Box 8999 San Francisco, CA 94128 United States https://www.cybersource.com/en/contact-us.html	United States	DocuSign eSignature - specific to DocuSign Payments (Optional customer feature)	Payment gateway	DocuSign, Inc.
Digital Identity Net UK Ltd.	29 Wood St, Stratford Upon Avon, West Midlands, CV37 6JG	United Kingdom	DocuSign eSignature - specific to DocuSign ID Verification	Identity Verification	DocuSign, Inc.
Docaposte Arkhineo (formerly CDC Arkhinéo SAS)	24 Rue Drouot, Paris, Ile-de-France, 75009, France http://arkhineo.com/en/contact-us/	France	DocuSign eSignature (Optional customer feature)	Document archiving service	DocuSign, Inc.

Elavon	Two Concourse Parkway Suite 800 Atlanta, GA 30328, United States https://www.elavon.com/contact-us.html	Canada; Puerto Rico; United States	DocuSign eSignature - specific to DocuSign Payments (Optional customer feature)	Payment gateway	DocuSign, Inc.
FaxLogic, LLC	5050 Quorum Drive, Suite 700, Dallas, Texas 75254, United States https://www.faxlogic.com/contact/faxlogic-address-email-phone-contact-information.php	United States	DocuSign eSignature (Optional customer feature)	Transmit documents via facsimile	DocuSign, Inc.
FedEx Corporation	942 S Shady Grove Rd, Memphis, TN 38120, United States https://www.fedex.com/en-us/customer-support.html	United States	DocuSign eSignature (Optional customer feature)	Print documents directly to a FedEx Office location	DocuSign, Inc.
GoCardless Ltd.	Sutton Yard, 65 Goswell Road, London, EC1V 7EN, United Kingdom https://support.gocardless.com	United Kingdom, Ireland, France, Germany, Spain, Netherlands, Sweden, Denmark, Canada, United States, Australia, New Zealand	DocuSign eSignature - specific to DocuSign Payments (Optional customer feature)	Payment gateway	DocuSign, Inc.

LexisNexis Risk Solutions FL Inc.	1100 Alderman Drive Alpharetta, GA 30005 United States https://risk.lexisnexis.com/global/en/contact-us	United States	DocuSign eSignature and/or DocuSign Notary	Knowledge Based Authentication	DocuSign, Inc.
Mitek Systems, Inc.	600 B Street, Suite 100, San Diego, CA 92101-4505 United States https://www.miteksystems.com/contact	United States	DocuSign eSignature and/or DocuSign Notary - specific to DocuSign ID Verification	Identity Verification	DocuSign, Inc.
Onfido, Inc.	3 Finsbury Avenue, London, EC2M 2PA, United Kingdom 149 New Montgomery St. San Francisco, CA 94105, United States https://onfido.com/company/contact	United Kingdom; United States	DocuSign eSignature and/or DocuSign Notary - specific to DocuSign ID Verification	Identity Verification	DocuSign, Inc.
Oracle Inc.	Oracle America, Inc. 500 Oracle Parkway Redwood Shores, CA 9406 +1.800.ORACLE1	United States, Phoenix, AZ	Oracle Integration Cloud platform; Oracle Financial systems integration to facilitate DocuSign's	Administration of customer relationship (e.g. subscription and account record management, billing, customer	DocuSign, Inc.

			Subscription Management and Accounts Receivable functions for DocuSign services	invoicing and payment); Integration of quote system with Oracle for customer account administration and payments with third-party payment processors	
Payfone, Inc. (dba Prove)	245 5th Ave, 20th Floor, New York City, NY 10016, United States https://www.prove.com/contact	United States	DocuSign eSignature	SMS & phone authentication; SMS Delivery	DocuSign, Inc.
PayPal (Braintree)	Chicago 222 W Merchandise Mart Plaza Suite 800. Chicago, IL 60654, United States https://www.braintreepayments.com/contact	United States	DocuSign eSignature - specific to DocuSign Payments (Optional customer feature)	Payment gateway	DocuSign, Inc.
PubNub Inc.	50 Francisco, Ste 100 San Francisco, CA 94133, United States	United States	DocuSign eSignature (Optional customer feature)	Gives customer capabilities to add comments within documents	DocuSign, Inc.

	support@pubnub.com				
Signicat AS	Beddingen 16, 7042 Trondheim, Norway	Global; European Economic Area	DocuSign eSignature - specific to DocuSign ID Verification	Identity Verification	DocuSign, Inc.
Stripe, Inc.	354 Oyster Point Blvd South San Francisco, CA 94080 United States info@stripe.com	United States	DocuSign eSignature - specific to DocuSign Payments (Optional customer feature)	Payment gateway	DocuSign, Inc.
TeleSign Corp.	13274 Fiji Way Suite 600, Marina del Rey CA 90292, United States support@telesign.com	United States	DocuSign eSignature	SMS & phone authentication; SMS Delivery	DocuSign, Inc.
Twilio Inc.	101 Spear Street, Suite 500, San Francisco, CA 94105, United States https://support.twilio.com/hc/en-us	United States	DocuSign eSignature and/or DocuSign Notary	SMS & phone authentication; SMS Delivery	DocuSign, Inc. Liveoak Technologies, Inc.
Vonage Holdings Corp.	Prins Bernhardplein 200 Gemeente Amsterdam, Netherlands	Netherlands; Singapore; United Kingdom; United States	DocuSign eSignature	SMS & phone authentication; SMS Delivery	DocuSign, Inc. (DocuSign eSignature)

	<p>Suntec Tower Four, 6 Temasek Boulevard, Postal 038986, Singapore</p> <p>Temple Quay, 3 Temple Back E, Redcliffe, Bristol BS1 6DZ, United Kingdom</p> <p>101 Crawfords Corner Rd, Suite 2416, Holmdel, NJ 07733, United States</p> <p>https://www.vonage.com/support/</p>		DocuSign Notary	Capture and stream audio and video media	Liveoak Technologies, Inc. (DocuSign Notary)
Zuora	<p>101 Redwood Shores Parkway, Redwood City, CA 94065, United States</p> <p>support@zuora.com</p>	United States	DocuSign eSignature - specific to DocuSign Payments (Optional customer feature)	Payment gateway	DocuSign, Inc.

Trust Service Provider (TSP) Partner Subprocessors

Subprocessor Name	Contact Details	Data Center Location(s)	Applicable Service(s) and Service Specific Features	Purpose	Applicable DocuSign Group Entity
A-Trust Gesellschaft für Sicherheitssysteme im elektronischen Datenverkehr GmbH	Landstraßer Hauptstraße 1b, E02, Vienna, Austria https://www.a-trust.at/de/%C3%BCber_uns/kontakt/	Austria	DocuSign eSignature - Specific to A-Trust Integration	Customers may use an optional feature of DocuSign eSignature to provide digital signatures compliant with Qualified Electronic Signatures (QES) according to eIDAS (EU)	DocuSign, Inc.
Assurity Trusted Solutions Pte. Ltd.	460 Alexandra Road #28-04/05/06 PSA Building Singapore 119963 https://www.assurity.sg/contactus.html	Singapore	DocuSign eSignature - Specific to Singpass Integration	Customers may use an optional feature of DocuSign eSignature to provide digital signatures compliant with the local regulations for digital signatures	DocuSign, Inc.
Belgian Mobile ID (dba itsme®)	Rue du Marquis 1, 1000 Brussels, Belgium	Ireland; Netherlands	DocuSign eSignature - Specific to itsme Integration	Customers may use an optional feature of DocuSign eSignature to provide digital signatures compliant	DocuSign, Inc.

	https://support.itsme-id.com/hc/en-us/requests/new			with Qualified Electronic Signatures (QES) according to eIDAS (EU)	
Safeweb Segurança da Informação Ltda.	Av. Princesa Isabel, 828, Porto Alegre/RS, 90620-000, Brazil	Brazil	DocuSign eSignature - Specific to SafeID and Safeweb timestamp Integrations	Customer may use an optional feature of DocuSign eSignature to provide compliant with Brazilian AES and QES as well as qualified timestamp	DocuSign, Inc.
ZealiD AB	Norrlandsgatan 10, Box 3437, 103 68 Stockholm, Sweden	Lithuania; Sweden	DocuSign eSignature - Specific to ZealiD Integration	Customers may use an optional feature of DocuSign eSignature to provide digital signatures compliant with Qualified Electronic Signatures (QES) according to eIDAS (EU)	DocuSign, Inc.



Trust Service Provider (TSP) Services Subprocessors

The following subprocessors are used in conjunction with our Trust Service Provider, DocuSign France SAS.

Subprocessor Name	Contact Details	Data Center Location(s)	Applicable Service(s) and Service Specific Features	Purpose	Applicable DocuSign Group Entity
Docaposte Arkineho (formerly CDC Arkhinéo SAS)	24 Rue Drouot, Paris, Ile-de-France, 75009, France http://arkhineo.com/en/contact-us/	France	All Trust Service Provider Services	Evidence archival	DocuSign, Inc.
Esendex (Commify Group)	20 Wollaton St, Nottingham NG1 5FW, United Kingdom https://www.esendex.co.uk/contact/	United Kingdom	All Trust Service Provider Services	SMS authentication	DocuSign France SAS
IDnow GmbH	Auenstraße 100, 80469 Munich, Germany info@idnow.de	Germany	DocuSign eSignature - specific to ID Check Remote for QES	Identity Verification	DocuSign, Inc.
Infobip	Maximilianplatz 22, 80333 München, Germany	Germany	All Trust Service Provider Services	SMS authentication	DocuSign France SAS

	https://www.infobip.com/contact				
Ubble	12 rue Curial, 75019 Paris https://www.ubble.ai/contact-us/	France	DocuSign eSignature - specific to ID Verification for QES	Identity Verification	DocuSign, Inc.

Customer Success Subprocessors

The following are the customer success subprocessors for the DocuSign Services, and professional Services Providers that may provide professional services to DocuSign customers in connection with DocuSign CLM implementations.

The professional services providers listed herein are set forth in the applicable statement of work or other similar service agreements but are listed here for convenience.

Subprocessor Name	Contact Details	Data Center Location(s)	Applicable Service(s) and Service Specific Features	Purpose	Applicable DocuSign Group Entity
4C Consulting (Wipro Limited)	Stationsstraat 60/5 2800 Mechelen Belgium https://www.wipro.com/contact-wipro/	United Kingdom	DocuSign CLM	Provide implementation services, integration services, migration services and ongoing professional services	DocuSign, Inc.

Accenture	30 Fenchurch St, London EC3M 3BD, United Kingdom 161 N Clark St, Chicago, IL 60601, United States https://www.accenture.com/ie-en/about/contact-us	United Kingdom; United States	DocuSign CLM	Provide implementation services, integration services, migration services and ongoing professional services	DocuSign, Inc.
Acumen Solutions (a subsidiary of Salesforce)	8280 Greensboro Dr., Suite 400, McLean, VA 22102, United States https://www.salesforce.com/company/contact-us/	United States	DocuSign CLM	Provide implementation services, integration services, migration services and ongoing professional services	DocuSign, Inc.
Audet Magna	2 Old Bath Road, Newbury, RG14 1QL, United Kingdom contact@audetmagna.co.uk	United Kingdom	DocuSign CLM	Provide implementation services, integration services, migration services and ongoing professional services	DocuSign, Inc.
Cognizant U.S. Headquarters: 300 Frank W. Burr Blvd., Suite 36, 6th Floor	3800 Avenida Aviacion, San Juan Ocotan, Zapopan Jal. 45019 Mill Park Centre, 6th floor, Budapest	Guadalajara, Mexico Budapest, Hungary Manila, Philippines Tokyo, Japan	Customer Support	Service management and support services, plus adoption consulting services	DocuSign, Inc.

Teaneck NJ 07666 Cognizant Worldwide Limited: 1 Kingdom Street, London, United Kingdom, W2 6BD	Soroksári út 44, 1095 Hungary Bridgetowne IT Park, C-5 Road, Ugong Norte, Quezon City, 1110 PMO Hanzomon, 03-4563-8300, Kojimachi 2-1, Chiyoda-ku, Tokyo 102-0083				
ElasticSearch Inc.	60 Margaret Street, Level 36, Sydney, New South Wales, Australia Keizersgracht 281, 1016 ED, Amsterdam, Netherlands 800 W. El Camino Real, Suite 350 Mountain View, CA, United States https://www.elastic.co/contact?storm=global-header-en	Australia; Netherlands; United States	DocuSign CLM and DocuSign eSignature (Optional Customer feature)	Provide implementation services, integration services, migration services and ongoing professional services. Data residency maintained in customer provisioned data center	DocuSign, Inc.
Morae Global Corporation	1000 Louisiana Street, 65th Floor,	United States	DocuSign CLM	Provide implementation	DocuSign, Inc.

	Houston, TX 77002, United States https://www.moraeglobal.com/contact-us			services, integration services, migration services and ongoing professional services	
Simplus	10 W Broadway, Salt Lake City, Utah 84101, United States support@simplus.com	United States	DocuSign CLM	Provide implementation services, integration services, migration services and ongoing professional services	DocuSign, Inc.
Stria	2160 Mars Court, Bakersfield, CA 93308, United States https://www.stria.com/contact-us/	United States	DocuSign CLM	Provide implementation services, integration services, migration services and ongoing professional services	DocuSign, Inc.
Foundever	700 Parkway, Global Park Main Building, La Aurora, Heredia Costa Rica Maadi Contact Center Park, El Laselky Road (Building 2, Ground & First Floor), 11435 Maadi, Cairo, Egypt Glorietta 1 Corporate Center, Palm Drive,	Costa Rica; Egypt; Philippines	DocuSign eSignature	Service management and support services, plus adoption consulting services	DocuSign, Inc.

	<p>Ayala Center, Makati City, Philippines</p> <p>https://www.foundever.com/contact-us/</p>				
Foundever UK	<p>Calder House 599 Calder Road Edinburgh, EH11 4GA, United Kingdom</p> <p>https://www.foundever.com/contact-us/</p>	United Kingdom	DocuSign CLM	Provide implementation services, integration services, migration services and ongoing professional services	DocuSign, Inc.



As our business grows and evolves, so too may our business relationships with third-party subprocessors. We may add, remove, or update our subprocessor information if we determine that the processing activity will improve or enhance our ability to deliver our products and services to you. The DocuSign subprocessor list is subject to change at any time, so we recommend you bookmark this webpage and check back periodically for updates. Any changes will be posted on the [Docusign.com](https://www.docusign.com) website.

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About DocuSign

DocuSign helps organizations connect and automate how they navigate their systems of agreement. As part of its industry-leading product lineup, DocuSign offers eSignature, the world's #1 way to sign electronically on practically any device, from almost anywhere, at any time. Today, over a million customers and more than a billion users in over 180 countries use the DocuSign platform to accelerate the process of doing business and simplify people's lives.

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