

DocuSign Subprocessor Lists

Last updated: November 15, 2023

Overview

DocuSign uses certain platform subprocessors, as well as infrastructure suppliers and other third-party partners, to provide DocuSign Services to its customers.

View subprocessor and related suppliers for the applicable DocuSign Service:

- [DocuSign eSignature Service and Related Service Add-ons \(including Rooms for Real Estate\)](#)
- [DocuSign CLM and Related Service Add-ons](#)
- [DocuSign Notary Service](#)
- [DocuSign AI Labs](#)
- [DocuSign Insight Service \(Legacy\)](#)

Capitalized terms used in this document are defined in the [DocuSign Sites & Services Terms And Conditions](#) and/or [Data Protection Attachment](#) or such other applicable service agreement governing your use of DocuSign Services. DocuSign Insight and Related Service Add-ons (legacy)

Subscribe to updates to the DocuSign Subprocessor Lists

DocuSign will update the DocuSign Subprocessor Lists via this website. Below are two options for subscribing to updates to the DocuSign Subprocessor Lists at <https://www.docusign.com/trust/alerts/feed>:

1. Add an RSS reader extension to your browser ([Chrome](#), [Firefox](#)).
2. Enable via [Outlook](#) on a PC

Objecting to a Subprocessor

You may object to a Subprocessor by submitting your objection by email to privacy@docusign.com with the subject line “Subprocessor Objection,” along with your name, the company name on your account, the name of the DocuSign Service and Subprocessor at issue, and grounds for your objection (see the [Processor Policy](#) for justifiable grounds).

DocuSign eSignature Service and Related Service Add-ons (including Rooms for Real Estate)

Subprocessor List

The following is a list of the names, locations, and service descriptions of the service subprocessors and infrastructure suppliers for DocuSign eSignature (including Rooms) and related service add-ons.

Entity Name (Country Location(s))	Service Description	Applicable DocuSign Group Entity	Contact Details	Update Notes
Infrastructure Suppliers				
365 Data Centers Services, LLC (f/k/a Sungard Availability Services) (United States)	Infrastructure services	DocuSign, Inc.	565 E. Swedesford Road Suite 320 Wayne, PA 19087 United States AskASCompliance@sungardas.com	
Cyxtera Technologies (United States)	Infrastructure services	DocuSign, Inc.	BAC Colonnade Office Towers 2333 Ponce de Leon, Suite 900 Coral Gables, FL 33134 United States CustomerCare@cyxtera.com	
Equinix (As based on the location of service provisioning: Germany; Netherlands; United Kingdom; United States)	Data hosting services	DocuSign, Inc.	Rembrandt Tower Amstelplein 1 1096HA Amsterdam, Netherlands 1 Lagoon Drive 4th Floor Redwood City, CA 94065 United States https://www.equinix.com/contact-us/customer-support	
Penta (f/k/a SunGuard Availability) (France)	Provides infrastructure services	DocuSign France SAS	93, cours de Petites Ecuries Longes, 77185 France AskASCompliance@sungardas.com	
eSignature Service Subprocessors (including Rooms for Real Estate)				
Amazon AWS (United States)	Cloud hosting services	DocuSign, Inc.	410 Terry Avenue North Seattle, WA 98109 United States https://aws.amazon.com/contact-us/compliance-support/	
Microsoft Corporation (Azure) (As based on the location of service provisioning: United States, Ireland, Australia; Canada)	Cloud hosting services	DocuSign, Inc.	1 Microsoft Way Redmond, WA 98052 United States https://support.microsoft.com/en-us One Microsoft Place South County Business Park Leopardstown, Dublin 18 Ireland D18 P521 1 Denison Street North Sydney, NSW, 2060	

			Australia 4400-81 Bay Street Toronto, ON M5J 0E7 Canada	
Optional Service Add-On Subprocessors for: Identity Verification				
NOTE: In addition to the below ID Verification subprocessors, DocuSign works with a number of other ID verification partners to enable the DocuSign Identify solution . These additional partners independently collect personal data as a first-party data processor to customers regarding their own ID verification services. For more information about such ID Verification partners, see here .				
Acuant, Inc. (United States)	Identity verification services	DocuSign, Inc.	2018 Powers Ferry Road SE Suite 720 Atlanta, GA 30339 United States https://store.acuant.com/pages/contact	
Australian Postal Corporation (As based on customer's use of the add-on service: Australia, New Zealand)	Identity verification services	DocuSign, Inc.	111 Bourke Street Melbourne, Victoria 3000 Australia https://auspost.com.au/help-and-support	
Digital Identity Net UK Ltd. (United Kingdom)	Identity verification services	DocuSign, Inc.	29 Wood Street Stratford Upon Avon West Midlands, CV37 6JG United Kingdom https://oneid.uk/contact/	
Mitek Systems, Inc. (United States)	Identity verification services	DocuSign, Inc.	600 B Street Suite 100 San Diego, CA 92101-4505 United States https://www.miteksystems.com/contact	
Onfido, Inc. (As based on customer's use of the add-on service: United Kingdom; United States)	Identity verification services	DocuSign, Inc.	3 Finsbury Avenue London, EC2M 2PA United Kingdom 149 New Montgomery Street San Francisco, CA 94105 United States https://onfido.com/company/contact	
Signicat AS (Norway)	Identity verification services	DocuSign, Inc.	Beddingen 16 7042 Trondheim Norway https://www.signicat.com/contact/contact-support	
Optional Service Add-On Subprocessors for: Trust Service Providers (TSP) Suppliers				
A-Trust Gesellschaft für Sicherheitssysteme im elektronischen Datenverkehr GmbH (Austria)	Local TSP Partner for an A-Trust Integration	DocuSign, Inc.	Landstraßer Hauptstraße 1b E02 Vienna Austria https://www.a-trust.at/de/%C3%BCber_uns/kontakt/	
Assurity Trusted Solutions Pte. Ltd. (Singapore)	Local TSP Partner for a Singpass Integration	DocuSign, Inc.	460 Alexandra Road #28-04/05/06 PSA Building Singapore 119963 https://www.assurity.sg/contactus.html	

Belgian Mobile ID (dba itsme) (Ireland; Netherlands)	Local TSP Partner for an itsme Integration	DocuSign, Inc.	Rue du Marquis 1, 1000 Brussels, Belgium https://support.itsme-id.com/hc/en-us/requests/new	
Equinix (France)	TSP infrastructure	DocuSign, Inc.	Rembrandt Tower Amstelplein 1 1096HA Amsterdam, Netherlands 1 Lagoon Drive 4th Floor Redwood City, CA 94065 United States https://www.equinix.com/contact-us/customer-support	
Safeweb Segurança da Informação Ltda. (Brazil)	Local TSP Partner for the SafeID and Safeweb timestamp Integrations	DocuSign, Inc.	Av. Princesa Isabel, 828 Porto Alegre/RS 90620 Brazil https://safeweb.com.br/suporte	
ZealiD AB (Lithuania; Sweden)	Local TSP Partner for the ZealiD Integration	DocuSign, Inc.	Norrlandsgatan 10 Box 3437 103 68 Stockholm Sweden https://www.zealid.com/en/support	
Docaposte Arkhineo (f/k/a CDC Arkhinéo SAS) (France)	Evidence archival functionality in TSP Services	DocuSign, Inc.	24 Rue Drouot Paris, Ile-de-France 75009 France http://arkhineo.com/en/contact-us/	
Equinix (France)	TSP infrastructure	DocuSign, Inc.	Rembrandt Tower Amstelplein 1 1096HA Amsterdam, Netherlands 1 Lagoon Drive 4th Floor Redwood City, CA 94065 United States https://www.equinix.com/contact-us/customer-support	
Esendex (aka Commify Group) (United Kingdom)	SMS authentication with TSP services; SMS notification for EU Advanced (AES); other applicable Protect & Sign features	DocuSign France SAS	20 Wollaton Street Nottingham NG1 5FW United Kingdom https://www.esendex.co.uk/contact/	
IDnow GmbH (Germany)	Identity verification for ID Check Remote for QES Services; General IDV purposes	DocuSign, Inc.	Auenstraße 100 80469 Munich Germany https://support.idnow.io/s/?language=en_US	
Infobip (Germany)	SMS authentication with TSP services; SMS notification for EU Advanced (AES); other applicable Protect & Sign features	DocuSign France SAS	Maximilianplatz 22 80333 München Germany https://www.infobip.com/contact	
Ubble (France)	Identity verification for ID Check Remote for QES in TSP services	DocuSign, Inc.	12 rue Curial 75019 Paris France https://www.ubble.ai/contact-us/	

Optional Service Add-On Subprocessors for: SMS Messaging

Prove (f/k/a Payfone, Inc.) (United States)	SMS & phone authentication services; SMS delivery	DocuSign, Inc.	245 5th Avenue, 20th Floor New York City, NY 10016 United States https://www.prove.com/contact	
TeleSign Corporation (United States)	SMS & phone authentication services; SMS delivery	DocuSign, Inc.	13274 Fiji Way, Suite 600 Marina del Rey, CA 90292 United States https://www.telesign.com/contact	
Twilio, Inc. (United States)	SMS & phone authentication services; SMS delivery	DocuSign, Inc.; Liveoak Technologies, Inc.	101 Spear Street, Suite 500 San Francisco, CA 94105 United States https://support.twilio.com/hc/en-us	
Vonage Holdings Corporation (As based on customer's use of the add-on service: Netherlands; Singapore; United Kingdom; United States)	SMS & phone authentication; SMS delivery; audio and video processing services	DocuSign, Inc.	Prins Bernhardplein 200 Gemeente Amsterdam Netherlands Suntec Tower Four 6 Temasek Boulevard 038986 Singapore Temple Quay 3 Temple Back E Redcliffe, Bristol BS1 6DZ United Kingdom 101 Crawfords Corner Road, Suite 2416 Holmdel, NJ 07733 United States https://www.vonage.com/support/	

Optional Service Add-On Subprocessors for: Payment Gateway

Adyen, N.V. (United States)	Payment gateway services	DocuSign, Inc.	274 Brannan Street, Suite 600 San Francisco, CA 94107 United States https://www.adyen.com/contact	
CyberSource (a/k/a Visa Inc.) (United States)	Payment gateway services	DocuSign, Inc.	PO Box 8999 San Francisco, CA 94128 United States https://www.cybersource.com/en/contact-us.html	
Elavon (As based on customer's use of the add-on service: Canada; Puerto Rico; United States)	Payment gateway services	DocuSign, Inc.	Two Concourse Parkway, Suite 800 Atlanta, GA 30328 United States https://www.elavon.com/contact-us.html	
GoCardless (As based on customer's use of the add-on service: United Kingdom; Ireland; France; Germany; Spain; Netherlands; Sweden; Denmark; Canada; United States; Australia; New Zealand)	Payment gateway services	DocuSign, Inc.	Sutton Yard 65 Goswell Road London, EC1V 7EN United Kingdom https://support.gocardless.com	

PayPal (a/k/a Braintree) (United States)	Payment gateway services	DocuSign, Inc.	Chicago 222 W Merchandise Mart Plaza Suite 800 Chicago, IL 60654 United States https://www.braintreepayments.com/contact	
Stripe (United States)	Payment gateway services	DocuSign, Inc.	354 Oyster Point Blvd South San Francisco, CA 94080 United States https://support.stripe.com/questions/contact-stripe-support	
Zuora (United States)	Payment gateway services	DocuSign, Inc.	101 Redwood Shores Parkway Redwood City, CA 94065 United States https://support.zuora.com/hc/en-us	
Other Optional Service Add-On Subprocessors				
Docaposte Arkhineo (f/k/a CDC Arkhinéo SAS) (France)	Document archiving service	DocuSign, Inc.	24 Rue Drouot Paris, Ile-de-France, 75009 France http://arkhineo.com/en/contact-us/	
FaxLogic (United States)	Document transmission via facsimile	DocuSign, Inc.	5050 Quorum Drive Suite 700 Dallas, TX 75254 United States https://www.faxlogic.com/contact/faxlogic-address-email-phone-contact-information.php	
FedEx Corporation (United States)	Document printing to a FedEx Office location	DocuSign, Inc.	942 S. Shady Grove Road Memphis, TN 38120 United States https://www.fedex.com/en-us/customer-support.html	
Lexis-Nexis Risk Solutions FL Inc. (United States)	Knowledge-based authentication services	DocuSign, Inc.	1100 Alderman Drive Alpharetta, GA 30005 United States https://risk.lexisnexis.com/global/en/contact-us	
Microsoft Corporation (Azure Open AI) (United States)	AI processing for Agreement Summarization For more information about DocuSign's use of Open AI, see here .	DocuSign, Inc.	1 Microsoft Way Redmond, WA 98052 United States https://support.microsoft.com/en-us	
PubNub (United States)	Service user commenting capability with documents	DocuSign, Inc.	50 Francisco Suite 100 San Francisco, CA 94133 United States https://support.pubnub.com/hc/en-us	
Oracle, Inc. (United States)	Oracle Integration Cloud platform services; payment services with third-party payment processors	DocuSign, Inc.	Oracle America, Inc. 500 Oracle Parkway Redwood Shores, CA 94065 United States https://www.oracle.com/support/contact.html	
Cloverleaf (Infor) (United States)	Electronic Health Record (ERR) integration gateway	DocuSign, Inc.	641 Avenue of the Americas New York, NY 10011 United States https://www.infor.com/about/contact	

Optional Professional Services Partners

NOTE: The following is a list of the names, locations, and service descriptions for professional service partners generally available for the relevant DocuSign Service implementations, including integration, migration, and ongoing professional services. For a list of the specific partner(s) that provide professional services to you, please contact your DocuSign representative or refer to your professional services agreement.

Cognizant (Mexico; Hungary; Philippines; Japan)	Professional Services	DocuSign, Inc.	300 Frank W. Burr Blvd. Suite 36, 6th Floor Teaneck, NJ 07666 United States https://www.cognizant.com/us/en/about-cognizant/contact-us	
Foundever (f/k/a Sykes Enterprises) (Costa Rica; Philippines)	Professional Services	DocuSign, Inc.	700 Parkway Global Park Main Building La Aurora, Heredia Costa Rica https://www.foundever.com/contact-us/	
Foundever UK (United Kingdom)	Professional Services	DocuSign, Inc.	Calder House 599 Calder Road Edinburgh, EH11 4GA United Kingdom https://www.foundever.com/contact-us/	
DocuSign Support Services				
Cognizant (Mexico; Hungary; Philippines; Japan)	Limited Support Services (intake and ticket management services)	DocuSign, Inc.	300 Frank W. Burr Blvd. Suite 36, 6th Floor Teaneck, NJ 07666 United States 1 Kingdom Street London W2 6BD United Kingdom 3800 Avenida Aviacion San Juan Ocotan Zapopan Jal., Mexico 45019 Mill Park Centre, 6th floor Budapest Soroksári út 44, 1095 Hungary Bridgetown IT Park C-5 Road, Ugong Norte Quezon City, Philippines 1110 PMO Hanzomon, 03-4563-8300 Kojimachi 2-1 Chiyoda-ku, Tokyo 102-0083 https://www.cognizant.com/us/en/about-cognizant/contact-us	
Foundever (f/k/a Sykes Enterprises) (Costa Rica; Philippines)	Limited Support Services (intake and ticket management services)	DocuSign, Inc.	700 Parkway Global Park Main Building La Aurora, Heredia Costa Rica Glorietta 1 Corporate Center Palm Drive, Ayala Center Makati City, Philippines https://www.foundever.com/contact-us/	
Genesys Cloud CX (United States)	Limited Support Services (In product Chatbot)	DocuSign Inc.	7601 Interactive Way Indianapolis, IN 46278 United States https://www.genesys.com/customer-success/customer-care	

DocuSign CLM Service and Related Service Add-Ons

Subprocessor list

The following is a list of the name(s), location(s), and service descriptions of the service subprocessors and infrastructure suppliers for DocuSign CLM and related service add-ons.

Entity Name (Country Location(s))	Service Description	Applicable DocuSign Group Entity	Contact Details	Update Notes
Infrastructure Suppliers				
Equinix (As based on the location of service provisioning: Germany; Netherlands; United Kingdom; United States)	Infrastructure services	DocuSign, Inc.	Rembrandt Tower Amstelplein 1 1096HA Amsterdam, Netherlands 1 Lagoon Drive, 4th Floor Redwood City, CA 94065 United States https://www.equinix.com/contact-us/customer-support	
Switch (United States)	Infrastructure services	DocuSign, Inc.	7135 South Decatur Boulevard Las Vegas, NV 89118 United States https://www.switch.com/contact	
Service Subprocessors				
Amazon AWS (United States)	Cloud hosting services	DocuSign, Inc.	410 Terry Avenue North Seattle, WA 98109 United States https://aws.amazon.com/contact-us/compliance-support/	
Microsoft Corporation (Azure) (As based on the location of service provisioning: Germany; Netherlands; United States)	Cloud hosting services	DocuSign, Inc.	One Microsoft Place South County Business Park Leopardstown, Dublin 18 Ireland D18 P521 1 Denison Street North Sydney, NSW, 2060 Australia 4400-81 Bay Street Toronto, ON M5J 0E7 Canada 1 Microsoft Way Redmond, WA 98052 United States https://support.microsoft.com/en-us	
Optional Service Add-On Subprocessors				

Google, LLC (As based on the location of service provisioning: Belgium; Canada; Germany; Switzerland, United Kingdom; United States)	Processing for DocuSign CLM analyzer service	DocuSign, Inc.	Gordon House Barrow Street Dublin 4, Ireland 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 Open AI) (United States)	AI processing for AI Extractions feature For more information about AI Extractions, see here .	DocuSign, Inc.	1 Microsoft Way Redmond, WA 98052 United States https://support.microsoft.com/en-us	
Optional Professional Services Partners NOTE: The following is a list of the names, locations, and service descriptions for professional service partners generally available for the relevant DocuSign Service implementations, including integration, migration, and ongoing professional services. For information on the specific partner(s) that provide professional services to you, please contact your DocuSign representative or refer to your professional services agreement.				
4C Consulting (WIPRO Limited) (United Kingdom)	Professional service partner	DocuSign, Inc.	Stationsstraat 60/5 2800 Mechelen Belgium https://www.wipro.com/contact-wipro/	
Accenture (United Kingdom; United States)	Professional service partner	DocuSign, Inc.	30 Fenchurch Street London EC3M 3BD United Kingdom 161 N. Clark Street Chicago, IL 60601 United States https://www.accenture.com/ie-en/about/contact-us	
Acumen Solutions (a Salesforce subsidiary) (United States)	Professional service partner	DocuSign, Inc.	8280 Greensboro Drive, Suite 400 McLean, VA 22102 United States https://www.salesforce.com/company/contact-us/	
Audit Magna (United Kingdom)	Professional service partner	DocuSign, Inc.	2 Old Bath Road Newbury, RG14 1QL United Kingdom https://www.audetmagna.co.uk/	
Cognizant (Mexico; Hungary; Philippines; Japan)	Professional service partner	DocuSign, Inc.	300 Frank W. Burr Blvd. Suite 36, 6th Floor Teaneck, NJ 07666 United States https://www.cognizant.com/us/en/about-cognizant/contact-us	
Foundever (f/k/a Sykes Enterprises) (Costa Rica; Philippines)	Professional service partner	DocuSign, Inc.	700 Parkway Global Park Main Building La Aurora, Heredia Costa Rica https://www.foundever.com/contact-us/	

Foundever UK (United Kingdom)	Professional service partner	DocuSign, Inc.	Calder House 599 Calder Road Edinburgh, EH11 4GA United Kingdom https://www.foundever.com/contact-us/	
Morae Global Corporation (United Kingdom)	Professional service partner	DocuSign, Inc.	1000 Louisiana Street, 65th Floor Houston, TX 77002 United States https://www.moraeglobal.com/contact-us	
Simplus (United States)	Professional service partner	DocuSign, Inc.	10 W Broadway Salt Lake City, Utah 84101 United States https://www.simplus.com/ or support@simplus.com	
Stria (United States)	Professional service partner	DocuSign, Inc.	2160 Mars Court Bakersfield, CA 93308 United States https://www.stria.com/contact-us/	
DocuSign Support Service				
Foundever (f/k/a Sykes Enterprises) (Costa Rica; Philippines)	Limited Support Services (intake and ticket management services)	DocuSign, Inc.	700 Parkway Global Park Main Building La Aurora, Heredia Costa Rica Glorietta 1 Corporate Center Palm Drive, Ayala Center Makati City, Philippines https://www.foundever.com/contact-us/	

DocuSign Notary Service

Subprocessor List

The following is a list of the names, locations, and service descriptions of the service subprocessors and infrastructure suppliers for DocuSign Notary Service and related service add-ons.

Entity Name (Country Location(s))	Service Description	Applicable DocuSign Group Entity	Contact Details	Update Notes
Service Subprocessor				
Amazon AWS (United States)	Cloud services	DocuSign, Inc.; Liveoak Technologies, Inc.	410 Terry Avenue North Seattle, WA 98109 United States https://aws.amazon.com/contact-us/compliance-support/	
Acuant, Inc. (United States)	Identity verification services	DocuSign, Inc.	2018 Powers Ferry Road SE, Suite 720 Atlanta, GA 30339 United States https://store.acuant.com/pages/contact	
Lexis-Nexis Risk Solutions FL Inc. (United States)	Knowledge-based authentication services	DocuSign, Inc.	1100 Alderman Drive Alpharetta, GA 30005 United States https://risk.lexisnexis.com/global/en/contact-us	
Mitek Systems, Inc. (United States)	Identity verification services	DocuSign, Inc.	600 B Street, Suite 100 San Diego, CA 92101-4505 United States https://www.miteksystems.com/contact	
Onfido, Inc. (United Kingdom; United States)	Identity verification services	DocuSign, Inc.	3 Finsbury Avenue London EC2M 2PA United Kingdom 149 New Montgomery Street San Francisco, CA 94105 United States https://onfido.com/company/contact	
Twilio, Inc. (United States)	SMS & phone authentication services; SMS delivery services	DocuSign, Inc.; Liveoak Technologies, Inc.	101 Spear Street, Suite 500 San Francisco, CA 94105 United States https://support.twilio.com/hc/en-us	
Vonage Holdings Corporation (Netherlands; Singapore; United Kingdom; United States)	SMS & phone authentication services and SMS delivery services; audio and video processing	DocuSign, Inc.	Prins Bernhardplein 200 Gemeente Amsterdam, Netherlands Suntec Tower Four 6 Temasek Boulevard Postal 038986, Singapore Temple Quay 3 Temple Back E. Redcliffe, Bristol BS1 6DZ United Kingdom 101 Crawfords Corner Road, Suite 2416 Holmdel, NJ 07733 United States https://www.vonage.com/support/	

DocuSign AI Labs

Subprocessor List

The following is a list of the names, locations, and service descriptions of the service subprocessor(s) for DocuSign AI Labs.

Entity Name (Country Location(s))	Service Description	Applicable DocuSign Group Entity	Contact Details	Update Notes
Service Subprocessor				
Amazon AWS (United States)	Cloud hosting services	DocuSign, Inc.	410 Terry Avenue North Seattle, WA 98109 United States https://aws.amazon.com/contact-us/compliance-support/	
Microsoft Corporation (Azure Open AI) (United States)	AI processing environment For more information about DocuSign's use of Open AI in this platform, see here .	DocuSign, Inc.	1 Microsoft Way Redmond, WA 98052 United States https://support.microsoft.com/en-us	

DocuSign Insight Service (Legacy)

Subprocessor List

The following is a list of the name, location, and service description of the service subprocessor(s) for the DocuSign Insight and related service add-ons.

Entity Name (Country Location(s))	Service Description	Applicable DocuSign Group Entity	Contact Details	Update Notes
Service Subprocessor				
Google, LLC (As based on the location of service provisioning: Belgium; Canada; Germany; Switzerland, United Kingdom; United States)	Data hosting services	DocuSign, Inc.	Gordon House Barrow Street Dublin 4, Ireland 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/	

Professional Service Partners: For information on the specific partner(s) that provide professional services to you, please contact your DocuSign representative or refer to your professional services agreement.