

UiPath Sub-processors

UiPath engages sub-processors to help deliver its products and support related business operations. Before engagement, each sub-processor undergoes a vendor security and privacy assessment and is contractually bound by confidentiality, security, and data protection obligations appropriate to the services it provides.

The list below identifies the sub-processors that may process Customer Personal Data on UiPath's behalf in connection with UiPath's cloud-hosted products ("**Cloud Software**").

1. Sub-processors for Cloud Products

Sub-processor	Purpose	Cloud Products	Location
Microsoft Ireland Operations Limited	Hosting and providing virtual infrastructure. Generative AI services for All Cloud Software including Large Language Models. Personal data masking with Azure Cognitive Services when enabled by the customer. Detection of user prompt injection attacks (Prompt Shields) to prevent unauthorized LLM behavior.	Cloud Software	Customer Selected
OpenAI, LLC	Providing generative AI services, such as large language models.	Cloud Software	Customer Selected
Google LLC	Hosting and providing virtual infrastructure and generative AI services such as large language models. GPUs for fine-tuning for UiPath models.	Cloud Software (Helix models)	Customer Selected
	<u>Looker services</u> : Scalable, modern data analytics solution. Used in Automation Cloud to unify, transform, describe, and govern the data from various data sources	Insights service	Only dashboard metadata is stored in the customer selected region for Insights service
Okta Inc. (Auth 0)	Identity management services	Cloud Software	EU
Snowflake Inc.	Used as a data warehouse for long-term storage of data and analysis	Cloud Software	Customer selected
Amazon Web Services, Inc	Hosting and providing virtual infrastructure. Generative AI services, such as large language models.	Cloud Software	Customer selected

Twilio Inc.	Used by customers to send in-product notifications (SendGrid Service) and support voice communications	Cloud Software, voice feature when Voice Agent is used	US transiting (contacts and message related data). No data storage for in-product notifications. When Voice Agent is used, live voice/media data transits through Twilio edge locations listed here . Routing may depend on caller/customer location and carrier/network path. Voice Agent hosting/storage: US only.
Noma Security Inc.	Used for identifying and limiting prompt injection if enabled by the customer	Cloud Software	No data storage. Data (prompts) processed in transit in the USA
Mongo DB	Database used to store application related information	Apps	Customer selected
Attom Inc.	Used to search for property and real estate data	Loan provisioning agent	US transiting of searched address
Fireworks Inc.	Used by customers to host and fine tune UiPath Helix models and to host LLMs	Document Understanding and IXP when Helix models are used	Customer selected
		Delegate for LLM hosting	Customer selected , except for Kimi models (US only)
Jina AI (Elastic N.V.)	Used to execute public-domain web searches from a natural-language query and to extract text from a publicly accessible URL for LLM context	GenAI Activities (Web Search; Web Reader)	Customer selected
Perplexity AI Inc.	Used to execute public-domain web searches from a natural-language query and to extract text from a publicly accessible URL for LLM context	GenAI Activities (Web Search; Web Reader)	USA

2. Sub-processors used for Peak software

Sub-processor	Purpose	Cloud Products	Location
Okta Inc (Auth. 0)	Identity management services	All products	EU
Amazon Web Services, Inc	Providing hosting infrastructure	All products	EU
Snowflake Inc	Data warehouse and analytics	All products	EU
OpenAI, LLC	Generative AI services	All products	EU

3. Sub-processors for WorkFusion software

Sub-processor	Purpose	Cloud Products	Location
Amazon Web Services, Inc	Infrastructure	Agents: Isaac, Edward, Kayla, Evan, Tara and Evelyn	As available here and selected by the customer
Google Inc	Infrastructure	Agents: Isaac, Edward, Kayla, Evan, Tara and Evelyn	As available here and selected by the customer
Atlassian Inc.	Processing of JIRA Support tickets	All WorkFusion products	EU North region
WorkFusion	Support ticket resolution	All WorkFusion products	India, Poland
Epam	Support ticket resolution, site reliability engineering	All WorkFusion products	Czech Republic, Ukraine, Georgia, India

4. Sub-processors for Support

Sub-processor	Purpose	Location
Salesforce Inc.	Managing customer support cases and responding to customers about raised issues.	USA
Microsoft Ireland Operations Ltd.	Hosting of Customer Portal through which support tickets are being raised.	USA, EU, Japan
Atlassian Pty Ltd	Managing tasks for solving product issues or bugs reported by customers	EU
Movate, Inc.	Opening support cases on behalf of customers who reach out through toll free support line	India

CTC System Management KK	Managing customer support cases	Japan
Google LLC (Gemini)	Supporting identification of error data if customers actively send recordings for support provisioning	Closest region to the customer (EU/USA/Japan)

5. Professional Services

- 5.1. Professional Services may be delivered through affiliates or contractors, depending on customer location and preferences, as detailed in the applicable statement of work.

6. UiPath Affiliates

- 6.1. We may share personal data contained in Customer Data with our affiliates as necessary to provide support services or perform usual business activities.
- 6.2. The UiPath affiliates are from the following countries/regions: Canada, USA, India, China (for China), Japan (for Japan), Republic of Korea, Australia, European Union (mainly France, Germany, Poland, Romania) Singapore, UK.

7. Customer Data storage location

- 7.1. We aim to store Customer Data in the optimal region, which is the region that ensures the best performance, decreased network latency, and data locality. However, Customer Data can be hosted across different regions, depending on:
 - a. the region of your organization
 - b. the selected or default region of your tenants as per our Data Residency rules
 - c. the services you have active in your organization and tenant, and their availability in your region
- 7.2. More information can be found on our Data Residency page: <https://docs.uipath.com/overview-guide/docs/data-residency-cloud>.

8. Updates

- 8.1. This document may be updated from time to time.
- 8.2. Changes to sub-processors having access to personal data will be made available to customers either via (i) notice at the email address of the account manager, or (ii) notification service available for subscription to customers.