

UiPath Sub-processors

UiPath uses sub-processors to provide its products and to perform the relevant business operations. Sub-processors go through a vendor assessment and are subject to proportionate confidentiality and security obligations.

Below is a list of vendors that may process data pertaining to, and used by, UiPath customers (“**Customer Data**”) in connection with products provided and hosted on cloud by UiPath (“**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	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 including Large Language Models Looker services : Scalable, modern data analytics solution. Used in Automation Cloud to unify, transform, describe, and govern the data from various data sources	Communication Mining – hosting. Generative AI services for Cloud Software; Insights service	Customer Selected; 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	Integration Service is hosted on AWS infrastructure. Generative AI services for Cloud Software including Large Language Models (Claude model is available through AWS)	Integration Service for storage and generative AI services for 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

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	USA
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.