

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 Products**”).

1. Sub-processors for Cloud Products

Sub-processor	Purpose	Cloud Products	Location
Microsoft	Hosting and providing virtual infrastructure.	All Cloud Products	Customer Selected
Google Cloud Platform	Hosting	Communications Mining	Customer Selected
Auth0	Enabling all the sign-in and sign-up experiences for the Cloud Platform.	All Cloud Products	EU
Snowflake	Used as a Data warehouse for long term storage of data and analysis.	All cloud products	Customer selected
AWS	Integration Service is hosted on AWS infrastructure, with all environments hosted in AWS data centers	Integration Service	Customer selected
Looker GCP	Provides the scalable, modern data analytics solution. Used in Automation cloud to unify, transform, describe, and govern the data from various data sources.	Insights	There is no permanent storage of your data in the Looker application, as described here and here .

2. Sub-processors for Support

Sub-processor	Purpose	Location
Salesforce Service Cloud	Managing customer support cases and responding to customers about raised issues.	USA
Atlassian Service Desk	Managing tasks for solving product issues or bugs reported by customers	USA
Open Access BPO	Managing customer support cases	Philippines
Lanshore LLC	Managing customer support cases	Costa Rica
Movate, Inc.	Managing customer support cases	Costa Rica
Novatio Solutions	Managing customer support cases	USA

Sub-processor	Purpose	Location
IntelligentBee	Managing customer support cases	Romania
Power Solutions	Managing customer support cases	Japan
CTC Management Systems	Managing customer support cases	Japan

3. Professional Services

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

4. UiPath Affiliates

We may share personal data contained in customer data with our affiliates as necessary to provide the services or perform usual business activities. Such personal data shared with our affiliates is granted GDPR level of protection.

The list of UiPath affiliates can be found here: <https://www.uipath.com/company/offices>.

5. Customer data storage location

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:

- the region of your organization
- the selected or default region of your tenants as per our Data Residency rules
- the services you have active in your organization and tenant, and their availability in your region

More information can be found on our Data Residency for cloud page: <https://docs.uipath.com/overview-guide/docs/data-residency-cloud>.

6. Updates

This document may be updated from time to time.

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.