# 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. Generative AI features for All Cloud Products including Large Language Models. | All Cloud Products | Customer Selected |
| Google Cloud Platform | Hosting and Generative AI features including Large Language Models. | 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. Generative AI features for All Cloud Products including Large Language Models | Integration Service | Customer selected |
| Looker GCP | Provides 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 |
| Movate, Inc. | Managing customer support cases | Costa Rica |
| Accelirate Inc. | Managing customer support cases | USA |
| CTC Management Systems | Managing customer support cases | Japan |

## 3. Professional Services

**3.1.** 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**

**4.1.**    We may share personal data contained in customer data with our affiliates as necessary to provide support services or perform usual business activities.

**4.2.**    The UiPath affiliates are from the following countries: Canada, Romania, USA, India, China (for China), Japan (for Japan), Republic of Korea, Australia, France, Germany, Singapore, UK.

**5.    Customer data storage location**

**5.1.**    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

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

**6.    Updates**

**6.1.**    This document may be updated from time to time.

**6.2.**    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.