

Workato, Inc. Sub-Processors

Workato, Inc. (“Workato”) uses certain sub-processors to assist it in providing the Workato Platform and the services as described in the Terms of Service and/or the applicable Order Form.

1. What is a Sub-Processor

In GDPR terminology, Workato is a processor of personal data submitted by users of its services for processing on the Workato Platform. Workato may in turn delegate some aspects of processing to another processor, either an Affiliate or a third party: this is termed a sub-processor. A sub-processor is a data processor engaged by Workato which has or potentially will have access to such personal data. Workato engages different types of sub-processors to perform various functions as explained in the table below. Third parties used to provide the services but which do not have access to or process such personal data are not considered sub-processors.

2. Due Diligence

Workato undertakes to use a commercially reasonable selection process by which it evaluates the security, privacy and confidentiality practices of proposed sub-processors that will or may have access to or process personal data. Workato has also executed a Data Processing Addendum with each sub-processor, committing it to processing according to GDPR and other applicable privacy laws and regulations.

3. List of Sub-processors

Workato Affiliates (including Workato Europe SA (Barcelona), as well as other Affiliates to be appointed from time to time) may act as sub-processors for personal data submitted by users for processing on the Workato Platform.

In addition, Workato uses certain unaffiliated third parties to perform specific processing functions related to its services. These unaffiliated third-party providers are the sub-processors set forth below.

Sub-processor Name	Purposes	Locations	Website
Amazon Web Services Inc.	Cloud infrastructure	United States, Germany, Singapore, Japan, or Australia (at customer's option)	https://aws.amazon.com
Intercom Inc	Online chat	United States	https://www.intercom.com
Stripe Inc	Payment processing (only for payment made by credit card)	United States	https://www.stripe.com
MessageBird USA Inc. d/b/a SparkPost	Provision of email services to customers. Only applicable for customers using “Email by Workato”. The processing for Workato EU data center customers will be under SparkPost EU.	United States (for SparkPost) European Union (for SparkPost EU)	https://messagebird.com

Twilio, Inc.	Provision of messaging (SMS) services to customers. Only applicable for customers using "SMS by Workato".	United States	https://www.twilio.com
OpenAI LLC	Provision of features leveraging artificial intelligence (AI) to customers. Only applicable for customers who opt in to use the AI features.	United States	https://openai.com/