

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

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, Israel 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. All outbound emails sent through and by the Workato Platform, and for customers using Agent X Support. The processing of outbound emails sent through and by the Workato Platform in the EU Data Center will be under SparkPost EU.	United States (for SparkPost in all regions other than EU) 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" or the SMS function of the Otto Feature.	United States	https://www.twilio.com
OpenAI LLC	Provision of Copilot and Otto Feature. Only applicable for customers who opt in to use the applicable AI Features.	United States	https://openai.com/
Microsoft Azure OpenAI	Provision of Agent Studio, Workato Go, Intelligent Document Processing (IDP by Workato) and Agent X Support. Only applicable for customers who opt in to use the applicable AI Features.	United States, European Union, Singapore, Japan or Australia (at customer's option of Workato's Data Center), provided that the inference processing for Singapore, Japan and Australia may route globally to any Azure OpenAI region worldwide.	https://azure.microsoft.com/products/ai-services/openai-service
Amazon Web Services Inc. (AWS Bedrock)	Provision of Agent Studio, Workato Go, and AI by Workato. Only applicable for customers who opt in to use the applicable AI Features.	United States, European Union, Singapore, Japan or Australia (at customer's option of Workato's data center), provided that the inference processing for Singapore, Japan and Australia may route within Asia-Pacific AWS Regions, including Australia, Singapore, Japan, India, and South Korea.	https://aws.amazon.com/bedrock/
Amazon Web Services Inc. (SageMaker)	Provision of Workato Go. Only applicable for customers who opt in to use the applicable AI Features.	United States, Germany, Singapore, Japan, or Australia (at customer's option of Workato's Data Center).	https://aws.amazon.com/sagemaker/
MongoDB Inc.	Provision of Agent X Support.	United States	https://www.mongodb.com/
Auth0, LLC	Provision of Agent X Support.	United States	https://auth0.com/

Holistics.io	Provision of Agent X Support.	United States	https://www.holistics.io/
Google LLC (Google Cloud Platform)	Provision of Agent X Support.	United States	https://cloud.google.com/?hl=en
Google LLC (Google Gemini)	Provision of Otto Feature.	United States	https://gemini.google.com/
Anthropic, PBC	Provision of Otto Feature.	United States	https://www.anthropic.com/
Eleven Labs Inc.	Provision of Otto Feature.	United States	https://elevenlabs.io/
Orderful, Inc.	Provision of electronic data interchange - Workato EDI.	United States	https://www.orderful.com/
Wiz, Inc.	Cloud security management tool.	United States, European Union, Israel, Singapore, Japan or Australia (at customer's option of Workato's data center)	https://www.wiz.io/