

As of April 28, 2021

Authorized Sub-processors for the Dynatrace Platform

To deliver the Dynatrace software intelligence platform, and provide related support and services, Dynatrace may engage and use data processors with access to certain customer data (each, a “Sub-processor”). This page provides information about the identities, roles and locations of our Sub-processors.

Dynatrace performs diligence on the information security and data protection practices of its sub-processors and requires each to commit to written obligations regarding their security measures and compliance with applicable personal data protection laws and regulations.

Third-party Sub-processors

Sub-processors for the Dynatrace platform generally:

Name	Services Performed	Location
Amazon Web Services, Inc.	Cloud and infrastructure hosting services	United States, Ireland, Australia
Atlassian, Inc.	Cloud based collaboration tool for support and development	United States
Box Inc.	File storage integrated with Zendesk	United States, Germany, Ireland (EU backup), Australia
Coveo Software Corp.	Advanced search	United States
Microsoft Corporation	Cloud and infrastructure hosting services	United States
Snowflake, Inc.	Data warehouse service	United States
Woopra, Inc.	User analytics	United States
Zendesk, Inc.	Customer support platform	United States

Communication platforms that may process personal data:

Name	Services Performed	Location
Intercom R&D Unlimited Company	Customer communication service	United States
Khoros, LLC	User engagement and knowledge platform	United States

Name	Services Performed	Location
Marketo, Inc.	Customer and sales lead contact management	United States
Microsoft Corporation	Office 365 applications, client and server operating system software	United States
Slack Technologies, Inc.	Cloud based communication services	United States
Totango	Customer success analytics and communications	United States
Zoom Video Communications, Inc.	Web meeting and communication	United States

Subprocessors for CRM and business operations:

Name	Services Performed	Location
Oracle Corporation (Netsuite)	Finance and invoicing software	United States
Salesforce.com, Inc.	Customer relationship platform	United States
ZINFI Technologies, Inc.	Partner sales management	United States

Dynatrace Group Sub-processors

Dynatrace operates around the world. The Dynatrace group of companies (the “Dynatrace Group”) collectively provide professional services, technical support and customer enablement, delivery of product and feature improvements, and other management and business operations functions for customers. This means that when we receive personal data in connection with your use of the Dynatrace platform and related support or services, it generally can be accessed by authorized Dynatrace personnel from any country where a Dynatrace Group entity operates, including the United States where Dynatrace LLC is headquartered.

We have taken appropriate safeguards by implementing applicable cross-border data transfer mechanisms for transfers of personal data among our Dynatrace Group entities. Such mechanisms ensure personal data is protected in accordance with European data protection and other applicable privacy laws.

For a list of Dynatrace Group entities, please see <https://www.dynatrace.com/company/locations/> (excluding master partner locations).

Change log

Updates in this version include Box, Coveo, Snowflake, Zendesk, Khoros, Totango and ZINFI. Questions can be directed to privacy@dynatrace.com.