

Authorized Sub-processors for Dynatrace Services

Welcome to Dynatrace’s sub-processor repository page where we maintain a current list of sub-processors authorized to process personal data for Dynatrace’s services. Dynatrace performs due diligence on the information security practices and data protection compliance of all sub-processors and requires each to commit to written obligations regarding their security controls and applicable regulations for the protection of personal data. The below information is up-to-date as to the published version date of this page. We will provide updates as required. Please check back to this page periodically.

Third-party Sub-processors*:

Name	Services Performed	Location
Amazon Web Services, Inc.	Cloud hosting services	United States, Ireland, Australia
Atlassian, Inc.	Jira, issue tracking application, and Confluence, wiki tool	United States
Code42 Software, Inc.	PC, Laptop backup solution	United States, Amsterdam, Australia
Intercom R&D Unlimited Company	In-product chat tool	United States
Marketo, Inc.	Marketing software platform	United States
Microsoft Corporation	Office 365 environment, Client and Server Operating System Software	United States
Nasuni Corporation	Network Server solution; replicates files system globally	United States
Netsuite Inc.	Financial tool	United States
Salesforce.com, Inc.	CRM Customer Relationship Management	United States
Slack Technologies, Inc.	Internal communication tool	United States
Woopra, Inc.	User analytics	United States
Zoom Video Communications, Inc.	remote conferencing services using cloud computing	United States

Dynatrace Group Sub-processors*:

Dynatrace operates around the world. The Dynatrace group of companies (the “Dynatrace Group”) engage personnel to provide service support and other management functions in connection with the services provided under our agreement with you. This support and management includes engineering activities related to managing the availability, latency, scalability and efficiency of the services; product management; and customer support. This means that when we collect your personal data in the course of performing the services under our agreement with you, we may process personal data in any country where a Dynatrace Group entity operates, including the United States headquarters where Dynatrace LLC is located. For a list of Dynatrace Group entities, please see <https://www.dynatrace.com/company/locations/> (excluding partner locations). We have taken appropriate safeguards by implementing the European Commission’s Standard Contractual Clauses for transfers of personal data among our Dynatrace Group entities, which require the Dynatrace Group to protect personal data they process from the EEA in accordance with European Union data protection and privacy law.

* This is an inclusive list of sub-processors. Not all sub-processors will be applicable to every engagement.