

HCL Software Affiliates and Third Party Subprocessors

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Depending on the product and the customer usage, customer data may be accessed by the following HCL Affiliates and third party subprocessors. Please note that this list is in addition to other use specifically identified in any applicable Service Description or in an agreement with a customer.

HCL AFFILIATES		
Support and development of HCL Software products is provided by HCL Software affiliates located globally to ensure appropriate worldwide coverage. While personal data is processed in the locations specified below, it is only stored on servers where indicated		
HCL Affiliate	Processing Description	Country where data may be processed
HCL Australia Services Pty Ltd	To provide technical and/or product support to HCL Software customers	Australia
HCL Argentina S.A.	To provide technical and/or product support to HCL Software customers	Argentina
HCL Technologies Austria GmbH	To provide technical and/or product support to HCL Software customers	Austria
CL (Brazil) Tecnologia da informacao Ltda.	To provide technical and/or product support to HCL Software customers	Brazil
HCL Technologies Canada Inc.	To provide technical and/or product support to HCL Software customers	Canada
HCL Technologies Beijing Co. Ltd.	To provide technical and/or product support to HCL Software customers	China
HCL Technologies Ltd.	To provide technical and/or product support to HCL Software customers	France

HCL Technologies Germany GmbH	To provide technical and/or product support to HCL Software customers	Germany
HCL Technologies Ltd.	To provide technical and/or product support to HCL Software customers and storage of data in a customer data repository for issue resolution	India
HCL Technologies Ltd.- Israel Branch ,	To provide technical and/or product support to HCL Software customers	Israel
HCL Technologies Italy S.P.A	To provide technical and/or product support to HCL Software customers and storage of data in a customer data repository for issue resolution	Italy
HCL Japan Ltd	To provide technical and/or product support to HCL Software customers	Japan
HCL Technologies BV	To provide technical and/or product support to HCL Software customers	Netherlands
HCL Technologies Philippines Inc	To provide technical and/or product support to HCL Software customers	Philippines
HCL POLAND SP. Z O.O.	To provide technical and/or product support to HCL Software customers	Poland
HCL Singapore Pte Limited	To provide technical and/or product support to HCL Software customers	Singapore
HCL Technologies Sweden AB	To provide technical and/or product support to HCL Software customers	Sweden

HCL Technologies Ltd Swiss Branch	To provide technical and/or product support to HCL Software customers	Switzerland
HCL Technologies UK Ltd.	To provide technical and/or product support to HCL Software customers	United Kingdom
HCL Software Products Ltd.	To provide technical and/or product support to HCL Software customers and storage of data in a customer data repository for issue resolution	United States

THIRD PARTY SUBPROCESSORS		
Subprocessor	Subprocessing Description	Location(s) of Subprocessing
HCL Now Products – Cloud Hosting Services		
Google Cloud Platform	Cloud hosting services for HCL Now Products	*United States, India, Germany, Ireland, The Netherlands, Japan
IBM Cloud	Cloud hosting services for HCL Now Products	*United States, Germany, UK
Microsoft Azure	Cloud hosting services for HCL Now Products	*United States
Other HCL Cloud Service Providers		
Amazon AWS	Cloud hosting services for existing cloud hosted products	*United States, India, Germany, Japan, Ireland
Microsoft Azure	Cloud hosting services for existing cloud hosted products	*United States, Netherlands, and Germany (for ASoC)
Google Cloud Platform	Cloud hosting services for existing cloud hosted products	*United States, Germany

Amazon AWS	Cloud hosting services used to reproduce customer reported problems	United States
Other Third Party Subprocessors		
ServiceNow	Cloud hosting service used for ticket management	Canada
Okta	Identity and Access Management	United States
Tovuti LMS Solution	SaaS based Learning Management System provider	United States
IBM	IBM's assistance in resolving customer reported problems	Germany, United States
Kumulos (for Unica Deliver)	Push communication provider, used at customer's request.	Germany
Route Mobile (for Unica Deliver)	SMS Text communication provider, used at customer's request.	United States
IBM (for HCL Commerce)	Cloud hosting provision for Commerce hosted products	United States, Australia, United Kingdom, France, Germany, The Netherlands

* Depending on the product, cloud hosting location can generally be agreed upon by HCL and the customer. Customers should work with their HCL representative to understand exact location(s) for hosted products.