

List of Sub-Processors

1. **Scope:** This document covers the processing of personal data by OutSystems on behalf of its Customers in order to provide its services ⁽¹⁾ and the service providers appointed by OutSystems, acting as Sub-Processors. To have more information on the topic, please consult the document "*Data Processing Agreement: Frequently Asked Questions*" available online.
2. **OutSystems as a Processor:** to provide its services, OutSystems acts as a processor regarding some personal data of its customers ("**Customer's Personal Data**"), as referred to by the Data Processing Agreement ("**OutSystems' DPA**") concluded between OutSystems and its customers.

Hence, in some cases, a Customer runs an application in OutSystems platform, and the application has personal data (*e.g.* of the Customer's clients). In these cases, OutSystems acts as a processor regarding Customer's Data. Customer's Data means any personal data of which the customer is the data controller or which the customer is processing on behalf of another data controller and which is processed by OutSystems on behalf of and according to the instructions of the customer as a data processor.

3. **OutSystems' Sub-Processors:** under the terms of the OutSystems' DPA, OutSystems engages some service providers to assist in fulfilling its obligations for providing the services to its customers, that act as Sub-Processors. Sub-Processors may include third parties or OutSystems affiliates.

A Sub-Processor is a third-party data processor engaged by OutSystems who agrees to receive personal data from OutSystems intended for the processing activities to be carried out on behalf of OutSystems' customers. The processing of customer's data by OutSystems' Sub-Processors is performed in accordance with customer's instructions as communicated by OutSystems and in accordance with the terms of a written contract between OutSystems and the Sub-Processor.

4. **Purposes of the engagement of Sub-Processors:** OutSystems has appointed third-party service providers for the purposes of:
 - Provision of cloud services and infrastructure: AWS currently is the leading cloud services provider. Customer can choose the location of AWS' data

¹() OutSystems software and the support and updates jointly provided through a subscription and/or the Professional Services provided by OutSystems, as defined in the Master Subscription Agreement.

centres (for OS11: Sydney, Singapore, Tokyo, Hong Kong, Mumbai, Bahrain, Seoul, Jakarta, Ireland, Frankfurt, London, Cape Town, United States (Northern Virginia, Ohio, and Oregon), Canada and São Paulo; for ODC: United States (Virginia), Germany (Frankfurt), United Kingdom (London), India (Mumbai), Singapore, Japan (Tokyo) and Australia (Sydney). This service provider is not used in platforms installed on-premises.

- Security and support.

- 5. List and updates:** OutSystems maintain an up-to-date list of the names and activities of all Sub-Processors. Also, Sub-Processors engaged may change. Hence, OutSystems will endeavour to provide information on any new Sub-Processors to the extent required under the OutSystems DPA and in accordance with the notification clause identified therein. OutSystems is also available to respond to any question on the matter, addressed to the Data Privacy Officer, by e-mail to dpo@outsystems.com.
- 6. List of Sub-Processors:** currently OutSystems has engaged the following entities acting as Sub-Processors:

Company and Address	Purpose
OutSystems Affiliates	Provision of the services
Amazon Web Services EMEA SARL 5 Rue Plaetis L-2338 Luxembourg VAT ID: LU 26888617 (“AWS”)	Hosting and Cloud Infrastructure Provider
Splunk Inc. 3 Sheldon Square, 7th Floor Paddington, W2 6HY United Kingdom	Security Information Event Manager (SIEM)
Elasticsearch, Inc. 800 W. El Camino Real, Suite 350 Mountain View, CA 94040 USA	Security and capacity management
Snowflake Inc., 450 Concar Drive, San Mateo, CA 94402, United States	Cloud Data Warehouse Infrastructure Provider

