List of Sub-Processors

This list identifies sub-processors authorized by insightsoftware to process Customer Data in connection with insightsoftware Services. Each sub-processor is bound by data protection obligations equivalent to those in the insightsoftware Data Processing Addendum, which forms part of the Master Agreement. All international data transfers are protected by Standard Contractual Clauses or other legally compliant transfer mechanisms.

Sub-processor	Purpose of processing	Lawful basis	Processing location	Privacy terms
Okta, Inc.	Identity and access management for users	Contract (necessary for providing secure login)	US, Germany, Ireland	Okta Data Processing Addendum
Microsoft (incl. Azure AD, Power BI, 365)	Cloud directory and authentication services	Contract (providing necessary user authentication)	Region-based (Global)	Microsoft Data Protection Addendum
Amazon Web Services (AWS)	Cloud infrastructure platform	Contract (essential hosting and IT infrastructure to deliver services)	Region-based (Global)	AWS Data Processing Addendum
Oracle Cloud Infrastructure (OCI)	Cloud computing platform	Contract (necessary cloud infrastructure to deliver services)	Region-based (Global)	Oracle Data Processing Agreement
Cloudflare, Inc.	Content delivery and security network	Contract (CDN services essential for service delivery) and legitimate interests (security protection)	Region-based (Global)	Cloudflare Data Processing Addendum
Sentry, Inc.	Application monitoring and error tracking	Contract (service reliability and performance monitoring)	US, Germany	Sentry Data Processing Addendum
New Relic, Inc.	Application performance monitoring (APM) and telemetry	Contract (service reliability and performance monitoring)	US, Germany	New Relic Data Processing Addendum
Datadog, Inc.	Cloud monitoring and analytics	Contract (ensuring availability, performance, and security of services)	US, Germany	Datadog Data Processing Addendum
PagerDuty, Inc.	Incident notification and on-call management	Contract (service support and uptime obligations)	US, Germany	PagerDuty Data Processing Addendum
Zoho Corp. (Site24x7)	Website/API uptime monitoring and diagnostics	Contract (service performance monitoring)	Region-based (Global)	Zoho Privacy Policy, Site24x7 GDPR

Zendesk, Inc.	Customer support platform	Contract (customer support services)	US, EU, Australia, Japan	Zendesk Data Processing Agreement
Intercom, Inc.	In-app customer messaging and support chat	Contract (facilitating user support and communications)	US, Ireland, Australia	Intercom Data Processing Addendum
Yellowbrick Data, Inc.	Data warehouse platform for customer analytics and reporting	Contract (data processing platform for analytics features)	Customer-controlled	Yellowbrick Privacy Policy
Salesforce, Inc.	Customer Relationship Management (CRM)	Contract (managing customer relationships and communications)	US, EU, Japan, Australia	Salesforce Data Processing Addendum
WalkMe Ltd.	Digital adoption platform	Contract (embedded support functionality and usage analytics)	US, Ireland, Canada	WalkMe Data Processing Addendum
Read the Docs, Inc.	Documentation hosting service	Legitimate business interest (providing documentation access as necessary support)	US	Read the Docs Data Processing Addendum
Boomi, LP (Dell Boomi)	Integration platform	Contract (data integration functionality)	US, Germany, Ireland	Boomi Data Processing Addendum
Foxit eSign (eSign Genie)	Electronic signature service	Contract (electronic signing functionality)	US, Germany	Foxit Privacy Policy
DocuSign, Inc.	Electronic signature platform	Contract (e-signature functionality)	US, EU, Canada, Australia, Japan	DocuSign Data Protection Attachment
Aha! Labs, Inc. (Aha! Roadmaps)	Product roadmapping and project management software	Contract (project management features)	US, Ireland	Aha! Data Processing Addendum
Citrix Systems, Inc.	Remote desktop and virtualization services	Contract (secure remote access and virtualization for service operations)	Region-based (Global)	Citrix Data Processing Addendum
Gong.io, Inc.	Revenue intelligence and sales call recording platform	Contract (sales conversation recording, transcription, and analysis for revenue optimization)	US	Gong Data Processing Addendum