

Identity Automation Sub-processors

Identity Automation's RapidIdentity Cloud cloud-based Identity and Access Management (IAM) platform uses the following sub-processors for the service to provide the described SaaS capability.

Vendor Name	Service Description	RapidIdentity Cloud Services	Entity Location
Amazon Web Services, Inc.	Cloud Hosting	Core service ¹	Australia, Germany, Japan, Sweden, United Kingdom, United States
	Advanced firewall capabilities for RapidIdentity	ShieldID ¹	
ChurnZero, Inc.	Customer experience analytics and in-product communication	All services	United States
Elastic.io GmbH	Log aggregation for support and service maintenance	All services	United States
Gainsight, Inc.	Customer experience analytics and in-product communication	All services	United States
Open Text Corporation	SIEM service	Security Manager	United States
PIXM Software, Inc.	Phishing protection	Security Manager (PhishID)	United States
Twilio, Inc.	Email notifications	Core service	United States
SpyCloud, Inc.	Username/password breach validation	Security Manager (SafeID)	United States

¹ The countries listed are the sub-processor's locations from which this Identity Automation product hosting is made available. Unless a customer chooses a specific location, their hosted location will be the closest geographically to their business address.

Support Services

Sub-processor	Location(s) of processing	Purpose of processing
Intercom, Inc.	United States	Customer support case management
Microsoft Corporation	United States	Email communication, File sharing
ServiceNow, Inc.	United States	Customer support case management
Zoom Video Communications, Inc.	United States	Online meetings

Jamf Subsidiary Affiliates

Jamf and its subsidiary, Identity Automation, rely on subsidiaries to carry out data processing activities that may involve processing of customers' (acting as Controllers) personal data. Jamf has the necessary intra-company agreements in place to ensure the protection of data transferred between these subsidiaries in alignment with Identity Automation's Data Processing Agreements and legal obligations. Identity Automation may transfer and process data to the following entities as required for business operations.

Entity name	Location(s) of processing
Jamf Software LLC	United States
Jamf India Private Limited	India
Jamf Ltd.	United Kingdom
Jamf Software Atlantic. B.V.	Netherlands
Jamf Software Australia Pty Ltd	Australia
Jamf Software Canada Limited	Canada
Jamf Software Germany GmbH	Germany
Jamf Software France SARL	France
Jamf Software, Inc.	Taiwan
Jamf Software Pte. Ltd.	Singapore
Jamf Software Poland Sp. z o.o.	Poland
Jamf Software Italy s.r.l.	Italy

Jamf Software. S. de R.L. de C.V.	Mexico
Jamf Software s.r.o.	Czechia
Jamf Sweden AB	Sweden
JAMF Japan G.K.	Japan
Data Jar Ltd	United Kingdom
Healthcast, Inc	United States
Identity Automation, LP	United States
ZecOps Israel Ltd.	Israel

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