



PALO ALTO NETWORKS
PRODUCT SUB-PROCESSORS

When operating as a data processor, Palo Alto Networks products may use one or more of the following sub-processors as further detailed in the [Product Privacy Datasheets](#). To receive updates to this list via email, please log into your account (or create a new account) in our [Customer Support Portal](#) and adjust your notification settings.

*Information in **bold red** (if any) indicates changes to prior lists notified to customers.*

Subprocessor	Product	Location	Processing Activity
Amazon Web Services	Bridgecrew, Cider , DLP, DNS, IoT, Prisma Access, Prisma Cloud, Proxy (Secure Web Gateway), SaaS, SRE, Threat Prevention, Wildfire, Xpanse, XSOAR	Depends on product configurations ¹	Hosted data centers
Coralogix	Bridgecrew, Prisma Cloud	United States	Application monitoring and performance management
Elasticsearch	Prisma Cloud	Germany Singapore United States	Database management and hosting
FrontEgg	Cider	Ireland United States	User management system
Google (Google Cloud Platform - GCP)	ADEM, CDL, Cortex XDR, DLP, DNS, PAN-DB, Prisma Access, Prisma Cloud, Proxy (Secure Web Gateway), SaaS, SRE, Threat Prevention, Wildfire, Xpanse, XSIAM	Depends on product configurations ¹	Hosted data centers
Intercom	Bridgecrew	United States	Application support
MongoDB Atlas	CDL, Cider, DLP, IoT, PAN-DB, Prisma Cloud, SaaS	Depends on product configurations ¹	Database management and hosting
Neo4j	Prisma Cloud	Germany Singapore United States	Database management and hosting
Pendo.io	Bridgecrew, Prisma Cloud, XSOAR	United States	Application analytics
Sentry (Functional Software)	Bridgecrew, Prisma Cloud	United States	Monitor logs and events
Twilio (SendGrid)	ADEM, CDL, Cortex XDR, DLP, Prisma Access , SaaS, SRE, XSIAM, XSOAR	United States	Email notifications

¹ A number of our products have features that provide flexibility for our customers to decide where they want their data to be hosted.



PALO ALTO NETWORKS
UNIT 42 SERVICES SUB-PROCESSORS

When operating as a data processor in the provision of Unit 42 Services, Palo Alto Networks may use one or more of the following sub-processors. To receive updates to this list via email, please log into your account (or create a new account) in our [Customer Support Portal](#) and adjust your notification settings.

*Information in **bold red** (if any) indicates changes to prior lists notified to customers.*

Subprocessor	Location	Processing Activity
Amazon Web Services	United States ²	Hosted data center
Asana	United States	Project management platform
Clairvoy	United States	Data analytics software platform
Consilio	United States	Data analytics software platform; document review
Crimson Vista	United States	Cybersecurity engineering and litigation support
CS Disco	United States	Data analytics software platform
Citrix Systems	United States	Data transfer to/from customer
Cypher	United States, Canada	Incident response services
Delta Risk	United States	Managed security services
Dragos	United States	Onsight response services
Expel	United States	Managed security services
Fenix24	United States	Restoration services
Google (Google Cloud Platform - GCP)	United States ²	Hosted data center
Integreon	United States	Data analytics software platform; document review
Microsoft Azure	United States ²	Hosted data center
Prescient	United States	Deep web searches
VMRay	United States	Malware sandboxing

² If agreed by the customer and Palo Alto Networks and subject to the sub-processor's capabilities, a different regional data center may be available.



PALO ALTO NETWORKS

GLOBAL CUSTOMER SUPPORT (GCS) SERVICES SUB-PROCESSORS

When operating as a data processor in the provision of GCS Services, Palo Alto Networks may use one or more of the following sub-processors. To receive updates to this list via email, please log into your account (or create a new account) in our [Customer Support Portal](#) and adjust your notification settings.

Subprocessor	Location	Processing Activity
Atlassian (Jira Cloud)	United States, Singapore, Australia, Germany, Ireland	Technical support case management platform
Coveo Solutions	Australia, Ireland, United States	Usage analytics
Google (Google Cloud Platform - GCP)	United States	IaaS/PaaS provider
HCL	India, United States	CSP account troubleshooting
iOPEX Technologies	Poland, India	Troubleshooting and technical support partner
Movate	Costa Rica, Colombia, China (only for support of Indonesia, Thailand, Malaysia, Cambodia, South Korea, Mainland China, Hong Kong and Macau), India	Troubleshooting and technical support partner
Pendo.io	United States	Application analytics for the CSP
Salesforce	United States	SaaS provider
SAP	United States	SaaS provider for Return Material Authorization (RMA) management
SupportLogic	United States	Technical support experience management platform
Twilio (SendGrid)	United States	Email notification service provider
Okta (only if customer agrees to use this tool)	United States	IDaaS provider
Zoom (only if customer agrees to use this tool)	United States	Video conference tool for troubleshooting and knowledge transfer
Slack (only and if the customer agrees to use this tool)	United States	Communication tool for Customer Success
Gainsight	United States	Customer Success / Focused Services management platform
Flash Global Logistics (only if RMA services are requested)	Dependent on the customer's location	RMA delivery partner



PALO ALTO NETWORKS
AFFILIATE SUB-PROCESSORS

When operating as a data processor, Palo Alto Networks products and services may use one or more of its affiliates as sub-processors. To receive updates to this list via email, please log into your account (or create a new account) in our [Customer Support Portal](#) and adjust your notification settings.

PAN Affiliates	
Palo Alto Networks - USA	Palo Alto Networks - Canada
Palo Alto Networks - Costa Rica	Palo Alto Networks - Mexico
Palo Alto Networks - Spain	Palo Alto Networks - United Kingdom
Palo Alto Networks - Germany	Palo Alto Networks - Italy
Palo Alto Networks - Czech Republic	Palo Alto Networks - Israel
Palo Alto Networks - Poland	Palo Alto Networks - Netherlands
Palo Alto Networks - India	Palo Alto Networks - Singapore
Palo Alto Networks - Japan	Palo Alto Networks - Australia