

HCLSoftware 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 HCLSoftware Affiliates and third party subprocessors. Please note that this list is in addition to other uses specifically identified in any applicable Service Description or in an agreement with a customer.

Customers may subscribe for updates to this list on HCLSoftware’s Trust Center site: <https://www.hcltechsw.com/resources/data-processing-and-transfers?referrer=www.hcltechsw.com>

THIRD PARTY SUBPROCESSORS		
Subprocessor	Subprocessing Description	Location(s) of Subprocessing
HCLSoftware Now Products – Cloud Hosting Services		
Google Cloud Platform (GCP)	Cloud hosting services for HCL Now Products	*United States, Singapore, India, Germany, Ireland, The Netherlands, Japan, Belgium
IBM Cloud	Cloud hosting services for HCL Now Products	*United States, Germany, UK, Ireland
Microsoft Azure	Cloud hosting services for HCL Now Products	*United States
Amazon Web Services (AWS)	Cloud hosting services for HCL Now Products	*United States, Singapore, India, Sydney, Canada, Ireland, Germany, London, Paris
HCLSoftware Cloud Service Providers for other SaaS Offerings		
Amazon Web Services (AWS)	Cloud hosting services for cloud hosted products	*United States, India, Germany, Japan, Ireland
Microsoft Azure	Cloud hosting services for cloud hosted products	*United States, The Netherlands, Singapore, France, India, and Germany

Google Cloud Platform (GCP)	Cloud hosting services for cloud hosted products	*United States, Germany, Finland, Belgium, UK, The Netherlands, India, Singapore, Australia
Amazon Web Services (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
Product Specific Subprocessors		
Route Mobile	SMS Text communication provider, used at customer's request. (For Unica Deliver)	United States*
IBM	Cloud hosting provision for Commerce hosted products (For HCL Commerce)	United States, Australia, United Kingdom, France, Germany, The Netherlands
Atlassian - JIRA	Cloud hosting service used for ticket management (For ISD)	AWS Locations
CloudEagle.ai	Cloud hosting/providing technical and/or product support (For HCL BigFix SaaS Management)	United States*

Turbot	Cloud hosting/providing technical and/or product support (For HCL BigFix Cloud Security Posture Management)	United States*
Tychon	To provide technical and/or product support (for HCL BigFix Quantum Risk Analyzer)	United States*

HCLSoftware AFFILIATE SUBPROCESSORS

Support and development of HCLSoftware products is provided by HCLSoftware 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

HCLSoftware Affiliate	Processing Description	Country where data may be processed
HCL Australia Services Pty Ltd	To provide technical and/or product support to HCLSoftware customers	Australia
HCL Argentina S.A.	To provide technical and/or product support to HCLSoftware customers	Argentina
HCL Technologies Austria GmbH	To provide technical and/or product support to HCLSoftware customers	Austria
HCL (Brazil) Tecnologia da informação Ltda.	To provide technical and/or product support to HCLSoftware customers	Brazil
HCL Technologies Canada Inc.	To provide technical and/or product support to HCLSoftware customers	Canada
HCL Technologies Beijing Co. Ltd.	To provide technical and/or product support to HCLSoftware customers	China
HCL Technologies Ltd.	To provide technical and/or product support to HCLSoftware customers	France
HCLTechnologies Germany GmbH	To provide technical and/or product support to HCLSoftware customers	Germany

HCL Technologies Ltd.- Israel Branch	To provide technical and/or product support to HCLSoftware customers	Israel
HCL Japan Ltd	To provide technical and/or product support to HCLSoftware customers	Japan
HCL Technologies BV	To provide technical and/or product support to HCLSoftware customers	Netherlands
HCL Mexico S. de R.L.	To provide technical and/or product support to HCLSoftware customers	Mexico
HCL Technologies Philippines Inc	To provide technical and/or product support to HCLSoftware customers	Philippines
HCL POLAND SP. Z O.O.	To provide technical and/or product support to HCLSoftware customers	Poland
HCL Singapore Pte Limited	To provide technical and/or product support to HCLSoftware customers	Singapore
HCL Technologies Sweden AB	To provide technical and/or product support to HCLSoftware customers	Sweden
HCL Technologies Ltd Swiss Branch	To provide technical and/or product support to HCLSoftware customers	Switzerland
HCL Technologies UK Ltd.	To provide technical and/or product support to HCLSoftware customers	United Kingdom
HCL (Ireland) Information Systems Ltd.	To provide technical and/or product support to HCLSoftware customers	Ireland
HCL Technologies Malaysia Sdn Bhd	To provide technical and/or product support to HCLSoftware customers	Malaysia
HCL Technologies Columbia S.A.S.	To provide technical and/or product support to HCLSoftware customers	Colombia
HCL Technologies Czech Republic S.R.O.	To provide technical and/or product support to HCLSoftware customers	Czech Republic
HCL (New Zealand) Ltd.	To provide technical and/or product support to HCLSoftware customers	New Zealand

HCL Technologies SAC	To provide technical and/or product support to HCLSoftware customers	Peru
HCL Technologies South Africa (Proprietary) Limited	To provide technical and/or product support to HCLSoftware customers	South Africa
HCL Technologies (Taiwan) Limited	To provide technical and/or product support to HCLSoftware customers	Taiwan
HCL Technologies Middle East FZ-LLC	To provide technical and/or product support to HCLSoftware customers	United Arab Emirates
Filial Espanola De HCL Technologies S.L.	To provide technical and/or product support to HCLSoftware customers	Spain
HCL Asia Pacific Pte.Ltd	To provide technical and/or product support to HCLSoftware customers	Korea
DWS (New Zealand) Ltd	To provide technical and/or product support to HCLSoftware customers	New Zealand
HCLSoftware Products Ltd.	To provide technical and/or product support to HCLSoftware customers and storage of data in a customer data repository for issue resolution	United States
HCL Technologies Ltd.	To provide technical and/or product support to HCLSoftware customers and storage of data in a customer data repository for issue resolution	India
HCL Technologies Italy S.P.A	To provide technical and/or product support to HCLSoftware customers and storage of data in a customer data repository for issue resolution	Italy

* Depending on the product, and notwithstanding the list of countries provided above, cloud hosting locations can generally be agreed upon by HCLSoftware and the customer, and if so, the actual location may be specified in the agreement. Customers should work with their HCLSoftware representative to understand the exact location(s) for hosted products.