



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
Okta, Inc. (Auth0)	Dig Security	Ireland Germany United States	Authentication and authorization services
Amazon Web Services, Inc. (AWS)	Advanced Threat Prevention, Advanced DNS Security, Advanced Wildfire, Cloud NFW for AWS, Cortex Xpanse, Cortex XSOAR, Data Loss Prevention (DLP), Dig Security, DNS Security, IoT/OT Security, Prisma Access, Prisma Access Browser, Prisma Cloud, Prisma SD-WAN, SaaS Security	Depends on product configurations ¹	Hosted data centers / IaaS/PaaS provider
ArangoDB GmbH	Dig Security, Prisma Cloud	Ireland United States	Database management and hosting
Cloudflare, Inc.	Prisma Cloud	Depends on user location ²	Web application firewall
Coralogix Ltd.	Prisma Cloud	United States	Application monitoring and performance management
Elasticsearch B.V.	Prisma Cloud	Germany Singapore United States	Database management and hosting
Google LLC (Google Cloud Platform - GCP)	ADEM, Advanced DNS Security, Advanced Threat Prevention, Advanced URL Filtering, Advanced Wildfire, Strata Cloud Manager (formerly AIOps for NGFW), Cloud Identity Engine, Cortex Cloud , Cortex XDR, Cortex Xpanse, Cortex XSIAM, Cortex XSOAR, Data Loss Prevention (DLP), Dig Security, DNS Security, PAN-DB, Prisma Access, Prisma Cloud, Prisma SD-WAN , Remote Browser Isolation, SaaS Security, Strata Logging Service (formerly Cortex Data Lake)	Depends on product configurations ¹	Hosted data centers / IaaS/PaaS provider / Password management

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

² Customer web traffic will be processed at the Cloudflare data center closest to its source.

Microsoft Corporation (Microsoft Azure Cloud)	Cloud NFW for Azure, Prisma Cloud	Depends on product configurations ¹	Hosted data centers
MongoDB, Inc. (MongoDB Atlas)	Cloud Identity Engine, Data Loss Prevention (DLP), Dig Security, IoT/OT Security, PAN-DB, Prisma Cloud, SaaS Security, Strata Logging Service (formerly Cortex Data Lake)	Depends on product configurations ¹	Database management and hosting
Neo4j, Inc.	Prisma Cloud	Germany Singapore United States	Database management and hosting
Oracle America, Inc.	Prisma Access	Depends on product configurations¹	Hosted data centers / IaaS/PaaS provider
Pendo.io, Inc.	Dig Security, IoT/OT Security , Prisma Cloud, Strata Cloud Manager (formerly AIOps for NGFW)	United States	Application analytics, in-app help center and notifications
Raygun Limited	Dig Security	United States	Product crash reporting
Functional Software, Inc. (Sentry)	Dig Security, Prisma Cloud	United States	Monitor logs and events
Twilio Inc. (SendGrid)	ADEM, Data Loss Prevention (DLP), Prisma Access, Prisma Cloud, SaaS Security, Strata Logging Service (formerly Cortex Data Lake)	United States	Email notifications



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.

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Subprocessor	Location	Processing Activity
Amazon Web Services, Inc. (AWS)	United States ³	Hosted data center
Asana, Inc.	United States	Project management platform
Consilio LLC	United States	Data analytics software platform; document review
Crimson Vista, Inc.	United States	Cybersecurity engineering and litigation support
Citrix Systems, Inc.	United States	Data transfer to/from customer
Sixgill Ltd. (Cybersixgill)	United States	Deep and dark web searches
Cypfer Inc.	United States, Canada	Incident response services
Motorola Solutions, Inc. (Delta Risk)	United States	Managed security services
Dragos, Inc.	United States	Onsight response services
Echelon Risk, LLC	United States, Mexico	Security testing, advisory, and incident response services
Expel, Inc.	United States	Managed security services
Fenix24, Inc.	United States	Restoration services
Google LLC (Google Cloud Platform - GCP)	United States ³	Hosted data center / IaaS/PaaS provider
Gotham Digital Science, LLC (Aon)	United States, United Kingdom	Security testing and advisory services
Intel 471 Inc.	United States	Deep and dark web searches
Kivu Consulting, Inc.	United States, Canada, United Kingdom	Incident response services

³ 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.



Microsoft Corporation (Microsoft Azure Cloud)	United States ³	Hosted data center
Prescient Comply, LLC.	United States	Deep web searches
SpyCloud Inc.	United States	Deep and dark web searches
VMRay GmbH	United States	Malware sandboxing



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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.

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Subprocessor	Location	Processing Activity
Atlassian US, Inc. (Jira Cloud)	United States, Singapore, Australia, Germany, Ireland	Technical support case management platform
Coveo Solutions Inc.	Australia, Ireland, United States	Usage analytics
Google LLC (Google Cloud Platform - GCP)	United States	IaaS/PaaS provider
HCL America, Inc, HCL Technologies Limited, HCL Technologies Corporate Services Limited	India, United States	CSP account troubleshooting
iOPEX Technologies Inc.	Poland, India	Troubleshooting and technical support partner
Movate, Inc.	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, Inc.	United States	Application analytics for the CSP
Salesforce, Inc.	United States	SaaS provider
SAP SE	United States	SaaS provider for Return Material Authorization (RMA) management
Twilio Inc. (SendGrid)	United States	Email notification service provider
Zoom Video Communications, Inc. (only if customer agrees to use this tool)	United States	Video conference tool for troubleshooting and knowledge transfer



Slack Technologies, LLC (only if the customer agrees to use this tool)	United States	Communication tool for Customer Success
Gainsight, Inc.	United States	Customer Success / Focused Services management platform
Flash Global Logistics Inc. (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.

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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