Subprocessor	Purpose	Data Elements Processed	Location of Processing	Security Measures
Applicable to Cloud Products (Threat Defense, DDI)				
AWS	Cloud Hosting Service	Endpoint IP address MAC address Host name/Device name/ID Userid DNS log data	USA (AWS East Region); Germany (Frankfurt Region) NIOS-X as a Service Points of Presence (PoPs): Additional AWS locations selected by the customer as part of their NIOS-X as a Service deployment.	AWS Compliance Programs
GCP	Cloud Hosing Service	Endpoint IP address MAC address Host name/Device name/ID Userid DNS log data	NIOS-X as a Service Points of Presence (PoPs): Additional GCP locations selected by the customer as part of their NIOS-X as a Service deployment.	Google Cloud Trust Center
OKTA	Security / Single-sign on Okta is the identity provider for SSO / SAML supporting customer login to Infoblox cloud products	First and last name Title Position Employer Contact information (company, e-mail, phone, address) ID data IP address Connection data Localization data	USA	Okta Trust Center
Customer Support / Communication				
Five9	Call Center Software Routes calls to Infoblox customer support centers.	Call routing data Recording of voice conversation (30days)	USA	Five9 Trust Office

Subprocessor	Purpose	Data Elements Processed	Location of Processing	Security Measures
NICE inContact	Call Center Software Routes calls to Infoblox customer support centers.	Name IP address Geo location Phone number Company name Online identifier System information Voice identification, Call transcripts	USA	[NICE Privacy Notice](#)
Salesforce	Sales and order management and customer relationship management	System administrator / technical contact information for customer support (name, work email, work phone number, time zone)	USA	[Salesforce Trust](#)
Atlassian Corp Plc	Jira software – Ticketing System / RFEs Jira is a tracking system for bugs and Requests for Enhancements.	Employees first and last name Email address Phone number Job title Time zone Customer data uploaded through support ticket	USA	[Atlassian Trust Center](#)
Google	Google Productivity applications	Google Apps suite is used for documentation, meeting notes, internal specs, architecture diagrams, that includes product related personal data and personal data of customer representatives	USA	[Google Trust Center](#)
Microsoft	Microsoft 365 for Enterprise productivity applications	Microsoft 365 is used for email, documentation, meetings, meeting notes and recordings, internal specs, architecture diagrams, that includes product related personal data and personal data of customer representatives	USA	[Microsoft Trust Center](#)
Intellum	Exceed LMS for Infoblox education	First and last name Email address Authentication credentials Company Name, Job title and Address Course related information	USA	

Subprocessor	Purpose	Data Elements Processed	Location of Processing	Security Measures
		Other information user elects to share in their profile		Intellum Data Privacy & Data Security Statement
Kryterion	Online Testing for education exams	First and last name Email address Authentication credentials Company Name and Address Exam related information Credit card information	USA	Kryterion Privacy Policy
Nativevideo	Vinton meeting assistant and notetaker for Salesforce	Used as a notetaker by Support to transcribe customer meeting. Customers are notified with a message at the start of the meeting so they can decide if they want feature enabled for the call.	USA	Nativevideo Trust Center

Changes From Last Version

- Added PoP information for Infoblox NIOS-X as a Service for AWS and GCP