

Subprocessor	Purpose	Data Elements Processed	Location of Processing	Security Measures
<b>Applicable to Cloud Products (Threat Defense, DDI)</b>				
AWS	Cloud Hosting Service	Endpoint IP address MAC address Host name/Device name/ID Userid DNS log data Includes limited Portal user contact information processed to support product update communications	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.	<a href="#">AWS Compliance Programs</a>
GCP	Cloud Hosting 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.	<a href="#">Google Cloud Trust Center</a>
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	<a href="#">Okta Trust Center</a>
<b>Customer Support / Communication</b>				
Five9	Call Center Software Routes calls to Infoblox customer support centers.	Call routing data Recording of voice conversation (30days)	USA	<a href="#">Five9 Trust Office</a>

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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	<a href="#">NICE Privacy Notice</a>
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). Also processes limited Portal user contact information for product update communications	USA	<a href="#">Salesforce Trust</a>
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	<a href="#">Atlassian Trust Center</a>
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	<a href="#">Google Trust Center</a>
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	<a href="#">Microsoft Trust Center</a>
Intellum	Exceed LMS for Infoblox education	First and last name Email address Authentication credentials Company Name, Job title and Address	USA	

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		Course related information Other information user elects to share in their profile		<a href="#">Intellum Data Privacy &amp; Data Security Statement</a>
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	<a href="#">Kryterion Privacy Policy</a>
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	<a href="#">Nativevideo Trust Center</a>
Forethought Technologies, Inc.	Support automation and knowledge-retrieval platform for Infoblox Support operations	Customer support case data and associated contact information	USA	<a href="#">Forethought Trust Center</a>

Changes From Last Version

- Updated AWS and Salesforce entries to reflect that limited Portal user contact information may be processed to support product update communications.
- Added Forethought to the Customer Support / Communication section.