Infoblox Subprocessors as of 8/2026

Subprocessor	Purpose	Data Elements Processed	Location of Processing	Security Measures
Applicable to Cloud Products				
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.	AWS Compliance Programs
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.	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
Microsoft	Azure OpenAI - LLM inference for Infoblox IQ Customer data is not used to train models	Natural language prompts and conversation history Tool inputs and outputs exchanged during a user session (which may include account ID, user ID, host name/device name/ID, MAC address, and IP address) DNS log data and threat/asset context	USA, EU	Microsoft Trust Center

Subprocessor	Purpose	Data Elements Processed	Location of Processing	Security Measures
GCP	Gemini - LLM inference for Infoblox IQ. Customer data is not used to train models.	Natural language prompts and conversation history Tool inputs and outputs exchanged during a user session (which may include account ID, user ID, host name/device name/ID, MAC address, and IP address) DNS log data and threat/asset context	USA, EU	Google Cloud 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
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). Also processes limited Portal user contact information for product update communications	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

Subprocessor	Purpose	Data Elements Processed	Location of Processing	Security Measures
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 Other information user elects to share in their profile	USA	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
Forethought Technologies, Inc.	Support automation and knowledge-retrieval platform for Infoblox Support operations	Customer support case data and associated contact information	USA	Forethought Trust Center

For information on subprocessors used in connection with Axur products and services, please visit trust.axur.com.

For information on subprocessors used in connection with Kentik products and services, please visit trust.kentik.com.

Changes From Last Version

- Added reference to Kentik subprocessors