



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
Auth0	Dig Security	European Union United States	Authentication and authorization services
Amazon Web Services	Advanced Threat Prevention, Advanced DNS Security , Advanced Wildfire, Cloud NFGW 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	Dig Security, Prisma Cloud	Ireland United States	Database management and hosting
Cloudflare	Prisma Cloud	Depends on user location²	Web application firewall
Coralogix	Prisma Cloud	United States	Application monitoring and performance management
Elasticsearch	Prisma Cloud	Germany Singapore United States	Database management and hosting
FrontEgg	Prisma Access	Germany United States	User management system
Google (Google Cloud Platform - GCP)	ADEM, Advanced DNS Security , Advanced Threat Prevention, Advanced URL Filtering , Advanced Wildfire, AIOPS for NGFW , Cloud Identity Engine , Cortex XDR, Cortex Xpanse, Cortex XSIAM, Cortex XSOAR , Data Loss Prevention (DLP), Dig Security , DNS Security, PAN-DB, Prisma Access, Prisma Cloud, Remote Browser Isolation , SaaS Security, Strata Logging Service (formerly Cortex Data Lake)	Depends on product configurations ¹	Hosted data centers / IaaS/PaaS provider
Microsoft (Microsoft Azure Cloud)	Cloud NFGW for Azure, Prisma Cloud	Depends on product configurations¹	Hosted data centers

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.



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	Prisma Cloud	Germany Singapore United States	Database management and hosting
Pendo.io	Dig Security , Prisma Cloud	United States	Application analytics, in-app help center and notifications
Raygun	Dig Security	United States	Product crash reporting
Sentry (Functional Software)	Dig Security , Prisma Cloud	United States	Monitor logs and events
Twilio (SendGrid)	ADEM, Data Loss Prevention (DLP), Prisma Access, Prisma Cloud , SaaS Security, Strata Logging Service (formerly CDL)	United States	Email notifications

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



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	United States ³	Hosted data center
Asana	United States	Project management platform
Clairvoya	United States	Data analytics software platform
Consilio	United States	Data analytics software platform; document review
Crimson Vista	United States	Cybersecurity engineering and litigation support
CS Disco	United States	Data analytics software platform
Citrix Systems	United States	Data transfer to/from customer
Cypfer	United States, Canada	Incident response services
Delta Risk	United States	Managed security services
Dragos	United States	Onsight response services
Expel	United States	Managed security services
Fenix24	United States	Restoration services
Google (Google Cloud Platform - GCP)	United States ²	Hosted data center
Gotham Digital Science	United States, United Kingdom	Security testing and advisory services
Integreon	United States	Data analytics software platform; document review
Kivu	United States, Canada, United Kingdom	Incident response services
Microsoft Azure	United States ²	Hosted data center
Prescient	United States	Deep web searches
VMRay	United States	Malware sandboxing

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.



PALO ALTO NETWORKS

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.

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

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