



VMware Workspace ONE® and VMware Workspace ONE® UEM

Sub-processors

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VMware may hire other companies to provide certain services on its behalf. Sub-processors that may process Content (as defined in the Terms of Service) are itemized below. VMware affiliates may also process Content. As set forth in the Data Processing Addendum, VMware has adequate data transfer mechanisms in place with each sub-processor. The lists below do not apply to pre-release versions.

VMware Workspace ONE UEM Sub-processors

Sub-processor	Country	Services Performed
Akamai Technologies, Inc.	USA ¹	Content Delivery Network (only if content delivery network is enabled)

VMware Workspace ONE UEM Data Center Providers

Country ²	Service Provider ⁸	DR Location	DR Provider ⁸	DR Location 2	DR 2 Provider
Australia	Amazon Web Services, Inc. or VMware Cloud on AWS (VMware, Inc.) ³	Australia	Amazon Web Services, Inc.	Australia	Amazon Web Services, Inc.
Canada	1 – International Business Machines Corporation 2 – VMware Cloud on AWS (VMware, Inc.) ³	1 – Canada 2 – Canada	1 – Amazon Web Services, Inc. 2 – Amazon Web Services, Inc.	1 – Canada 2 – n/a	1 – Amazon Web Services, Inc. 2 – n/a
Germany	1 – International Business Machines Corporation 2 – VMware Cloud on AWS (VMware, Inc.) ³	1 – Germany 2 – Germany	1 – Amazon Web Services, Inc. 2 – Amazon Web Services, Inc.	1 – Germany 2 – n/a	1 – Amazon Web Services, Inc. 2 – n/a
Hong Kong	1 – International Business Machines Corporation or VMware Cloud on AWS (VMware, Inc.) ³ 2 – Amazon Web Services, Inc.	1 – Singapore 2 – Hong Kong	1 – Amazon Web Services, Inc. 2 – Amazon Web Services, Inc.	1 – Singapore 2 – n/a	1 – Amazon Web Services, Inc. 2 – n/a
India	1 – VMware Cloud on AWS (VMware, Inc.) 2 – Amazon Web Services, Inc.	1 – India 2 – India	1 – Amazon Web Services, Inc. 2 – Amazon Web Services, Inc.	1 – India 2 – n/a	1 – Amazon Web Services, Inc. 2 – n/a
Japan	Amazon Web Services, Inc. or VMware Cloud on AWS (VMware, Inc.) ³	Japan	Amazon Web Services, Inc.	Japan	Amazon Web Services, Inc.
Singapore	1 – VMware Cloud on AWS (VMware, Inc.) 2 – Amazon Web Services, Inc.	1 – Singapore 2 – Singapore	1 – Amazon Web Services, Inc. 2 – Amazon Web Services, Inc.	1 – Singapore 2 – n/a	1 – Amazon Web Services, Inc. 2 – n/a
United Kingdom	1 – VMware Cloud on AWS (VMware, Inc.) 2 – Amazon Web Services, Inc.	1 – United Kingdom 2 – United Kingdom	1 – Amazon Web Services, Inc. 2 – Amazon Web Services, Inc.	1 – United Kingdom 2 – n/a	1 – Amazon Web Services, Inc. 2 – n/a

Workspace ONE and Workspace ONE UEM Sub-Processors

Country ²	Service Provider ⁸	DR Location	DR Provider ⁸	DR Location 2	DR 2 Provider
United States	<u>Commercial Customers</u> ⁴ 1 – a. VMware-managed datacenters or b. VMware Cloud on AWS (VMware, Inc.) and 2 – Amazon Web Services, Inc.*	1 – USA 2 - USA	<u>Commercial Customers</u> 1- a. VMware-managed datacenters or b. VMware Cloud on AWS (VMware, Inc.) and 2 – Amazon Web Services, Inc.*	1 – USA 2 - USA	<u>Commercial Customers</u> 1- a. VMware-managed datacenters or b. VMware Cloud on AWS (VMware, Inc.) and 2 – Amazon Web Services, Inc.*
	<u>Gov't Customers</u> Amazon Web Services, Inc. (Gov. Cloud)	USA	<u>Gov't Customers</u> Amazon Web Services, Inc. (Gov. Cloud)	NA	N/A

Workspace ONE UEM Ancillary Services Data Center Providers

Service Provider	Applicable Service	Primary Location	Back Up Location	DR Location
Amazon Web Services, Inc.	Hosting for crash reporting for Workspace ONE Intelligent Hub and productivity apps (unless Customer opts-out of crash reporting)	USA	USA	USA
Amazon Web Services, Inc.	Workspace ONE Mobile Flows	USA	USA	N/A
Amazon Web Services, Inc.	Hosting for the Boxer Email Notification Service (ENS) ⁷	USA	USA	N/A
		Germany	Germany	
		Japan	Japan	
		United Kingdom	United Kingdom	
Amazon Web Services, Inc.	Amazon S3, Redshift, DynamoDB (Applicable to mobile apps)	USA	USA	Could fail over to any AWS data center
Amazon Web Services, Inc.	Workspace ONE Drop Ship Provisioning	USA	USA	N/A

Workspace ONE Intelligence Data Center Providers

Service Provider	Applicable Service	Primary Location	Back Up Location	DR Location
Amazon Web Services, Inc.	Hosting for Workspace ONE Intelligence ⁶ (only if purchased)	USA	USA	Same as back-up
		Ireland	Ireland	
		Germany	Germany	
		Japan	Japan	
		Australia	Australia	
		Canada	Canada	
		United Kingdom	United Kingdom	

Workspace ONE Assist Data Center Providers

Service Provider	Applicable Service	Primary Location	Back Up Location	DR Location
Amazon Web Services, Inc.	Workspace ONE Assist (only if purchased) ⁵	USA	USA	--Same as backup
		Canada	Canada	
		Germany	Germany	
		Japan	Japan	

		Australia	Australia	
		Singapore	Singapore	
		United Kingdom	United Kingdom	

VMware may use additional sub-processors for customer support – see the sub-processor listing for [Global Support Services](#).

VMware Workspace ONE Access may be licensed as part of this offering and may use additional sub-processors – see the sub-processor listing for [Workspace ONE Access](#).

If deployed on VMware Cloud on AWS, see the sub-processor listing for [VMware Cloud on AWS](#).

If you would like to receive updates to this sub-processor list, please go to the [Cloud Services Preference Center](#) and enable notifications for this sub-processor list.

¹ The country listed is the sub-processor’s primary location. VMware purchases the sub-processor’s standard offering and thus the sub-processor controls the country in which data is stored.

² For customers in a shared hosting services environment, the data center location will be determined based on the customer’s location, unless otherwise agreed by VMware and the customer in advance. For managed hosted services customers, the customer selects the data center location.

³ Customers in this data center will be transitioned to VMware Cloud on AWS by the end of second half of 2021.

⁴ Customers will be placed in one of the data centers. Customers can reach out to their sales representative for more information regarding which data center will be used.

*The email service provided using AWS SES is encrypted and routed through the US data center location.

⁵ VMware will use the datacenter location that matches the customer’s Workspace ONE UEM datacenter location. When Workspace ONE Assist is not available in the country of the customer’s Workspace ONE UEM datacenter location, then VMware will ask the customer which data center location should be used. UK hosting for Workspace ONE Assist is restricted to net new Workspace ONE UEM customers in Managed Hosting environments. For Workspace ONE UEM customers in existing Shared SaaS environments, Workspace ONE Assist is hosted in Germany.

⁶ For customers in a shared hosting services environment, VMware determines the data center location based on the customer’s Workspace ONE UEM region. For Managed Hosting services customers, VMware determines the data center location based on the customer’s Workspace ONE UEM region, unless otherwise agreed to by the parties. For customers using Workspace ONE in their own on-premise environment, the customer selects the data center location during installation of the Workspace ONE Intelligence connector.

⁷ The data center location is generally based on the customer’s predominant user location, unless another location is selected during setup. Note: For the USA, Germany, and Japan locations, the AWS Simple Notification Service (SNS) is located in those regions; for the United Kingdom, SNS is located in Ireland.

⁸ Both service providers are used, unless otherwise indicated on the chart.