



WSO2 Public Cloud Subprocessor List

Data WSO2 collects from its Public Cloud subscribers.

- Please refer to the “**Data Classification**” section of our WSO2 public cloud data protection FAQ [1].

Data Location

- Please refer to the “**Data Residency**” section of our WSO2 public cloud data protection FAQ [1].

Data Access

- Please refer to the “**Data Access**” section of our WSO2 public cloud data protection FAQ [1].

Data Retention

- Please refer to the “**Termination of Subscription**” section of our WSO2 public cloud data protection FAQ [1].

[1] <https://wso2.cachefly.net/wso2/sites/all/trust/wso2-public-cloud-data-protection-faq.pdf>



Infrastructure service subprocessors

Subprocessor	Purpose of processing	Categories of Data Subjects	Location	Transfer Mechanism
Microsoft Azure	To host WSO2 public cloud services	Public cloud subscriber data, including administrator profiles and end-user profiles.	Global	Microsoft DPA
AWS*	To host WSO2 public cloud services	Public cloud subscriber data, including end-user profiles.	Global	AWS DPA
Google Cloud Platform*	To host WSO2 public cloud services	Public cloud subscriber data, including end-user profiles.	Global	Google Cloud DPA
Vultr*	To host WSO2 public cloud services	Public cloud subscriber data, including end-user profiles.	Global	DPA has been executed

* Processed when opting for data planes or services offered by these optional CSPs.

Asgardeo subprocessors

Subprocessor	Purpose of processing	Categories of Data Subjects	Location	Transfer Mechanism
VirusTotal	To protect WSO2 systems and services against malware and bad actors.	Any request to WSO2 websites and public cloud services that are flagged by the security monitoring solutions in place for anomalies or suspicious or malicious.	USA	VirusTotal DPA
Wallarm, Inc.	To protect WSO2 cloud services from bad actors.	Those who have interacted with WSO2 public cloud services.	USA and EU	DPA has been executed
Google Inc (Google reCAPTCHA)	To protect logins and forms from bots	Those who log in to Asgardeo.	USA	Google Cloud DPA



Choreo Subprocessors

Subprocessor	Purpose of processing	Categories of Data Subjects	Location	Transfer Mechanism
VirusTotal	To protect WSO2 systems and services against malware and bad actors.	Any request to WSO2 websites and services that are flagged by the security monitoring solutions in place for anomalies or suspicious or malicious.	USA	VirusTotal DPA
Wallarm, Inc.	To protect WSO2 cloud services from bad actors.	Those who have interacted with WSO2 public cloud services.	USA and EU	DPA has been executed
Google Inc (Google reCAPTCHA)	To protect logins and forms from bots	Those who log in to Asgardeo.	USA	Google Cloud DPA
MongoDB, Inc.	To host cloud metadata.	Those who publish APIs on Choreo.	USA	MongoDB DPA
Aiven	For provide database as a service for choreo subscribers.	Those who consume Choreo database as a service.	USA and EU	Aiven DPA
Amplitude	For the performance and analytics purposes of Choreo.	Those who have interacted with Choreo Console.	USA and EU	Amplitude DPA



WSO2 Subprocessors

When you create a public cloud subscription, your organization administrator user details will be collected and processed by WSO2 for subscription and support services. The following subprocessors would be involved. Please note that your end user or business user data will not be stored within any of the platforms listed below.

Furthermore, When you visit WSO2.com to access documentation or use the Contact Us forms, the following subprocessors get involved.

Subprocessor	Purpose of processing	Categories of Data Subjects	Location	Transfer Mechanism
Salesforce	For account management	Employees of the subscribers involved in the procurement or renewal of subscriptions and raising support tickets through the support portal.	USA	Salesforce DPA
Pardot	For sending notifications to subscribers and managing communication preferences.	Those who have filled out any form on the WSO2 website.	USA	Salesforce DPA
ServiceNow	For providing support services to subscribers and managing support cases.	Employees of the subscribers involved in raising support tickets through the support portal.	USA	ServiceNow DPA
Google Inc (Google Workspaces)	For communicating and collaborating with subscribers and potential subscribers.	Employees of the subscribers involved in communications with WSO2.	Global	Google EU SCCs
OneTrust (CookiePro)	For managing cookie consent on WSO2 websites.	Those who have interacted with any website of WSO2.	Global	OneTrust SCCs
AEB	For meeting the sanctions and compliance screening obligations.	Employees of the subscribers involved in the procurement or renewal of subscriptions.	Germany	DPA has been executed
Dow Jones	For meeting the sanctions and compliance screening obligations.	Employees of the subscribers involved in the procurement or renewal of subscriptions.	USA	DPA has been executed
Cloudflare	For protecting WSO2 websites and services.	Those who have interacted with any website or service of WSO2.	Global	Cloudflare SCCs
CacheFly	To host WSO2 workloads, and workloads may process subscriber information.	Employees of the subscribers involved in communications with WSO2.	Global	CacheFly DPA
Google Inc (Google Analytics)	For the performance and analytics purposes of WSO2 websites.	Those who have interacted with any website of WSO2.	USA	Google Ads DPA



Matomo	For the performance and analytics purposes of WSO2 websites.	Those who have interacted with any website of WSO2.	EU	Motomo Cloud DPA
Ownbackup	For backing up salesforce databases.	Employees of the subscribers involved in the procurement or renewal of subscriptions and raising support tickets through the support portal.	USA	Ownbackup DPA

Optional subprocessors

Subprocessor	Purpose of processing	Categories of Data Subjects	Location	Transfer Mechanism
Thinkific	For providing WSO2 training and product exams.	Those who undergo WSO2 training and exams.	USA	DPA has been executed
Silicon Vally Bank Payment Gateway	To facilitate card payments to purchase WSO2 services.	Those who make payments using online payment options.	USA	DPA has been executed
Stripe	To facilitate card payments to purchase WSO2 services.	Subscribers who are making online payments.	USA	DPA has been executed
Zoom	To facilitate webinar events, we may invite subscribers to present their experiences with WSO2.	Those who participate in events that are conducted using Zoom.	USA	DPA has been executed
SpotDraft	For executing contracts between subscribers and WSO2.	Employees of the subscribers involved in the procurement or renewal of subscriptions.	USA	DPA has been executed
DocuSign	For executing contracts between subscribers and WSO2.	Employees of the subscribers involved in the procurement or renewal of subscriptions.	USA	DocuSign DPA
Netsuite	For subscriber invoicing and internal finance system.	Employees of the subscribers involved in the procurement or renewal of subscriptions.	USA	DPA has been executed



WSO2 subsidiaries and affiliate companies

WSO2 subsidiaries and affiliate companies	Location
WSO2 LLC	USA
WSO2 (UK) Limited	United Kingdom
WSO2 Germany GmbH	Germany
WSO2 Australia Pty Limited	Australia
WSO2 Lanka (Private) Limited	Sri Lanka
WSO2 India Private Limited	India
WSO2 Brasil Tecnologia E Software EIRELI	Brazil
WSO2 Middle East FZ LLC	Dubai
WSO2 SG Pte Ltd	Singapore
WSO2 Spain S.L	Spain

Transfer of personal data between WSO2 subsidiaries and affiliate companies is in accordance with the transfer mechanisms specified under [Art. 46 of the GDPR](#).

Revision History

Release Date	Summary of Changes
2023-02-22	Initial version
2023-03-21	Subprocessor updates
2023-10-17	Subprocessor updates
2024-05-02	Subprocessor updates - Removed Rackspace, Rollup Helper, and Drift.
2024-06-07	Subprocessor updates - Added Aiven
2025-01-09	Refactored the subprocessor list to reflect public clouds Subprocessor updates - Removed sub-processors related to onprem products. - Included "WSO2 subsidiaries and affiliate companies"