

PRODUCT-SPECIFIC SUB-PROCESSORS

Sub-Processor	Purpose of Processing	Location(s) of data centers	Data Processed for EEA, UK & Swiss customers?	Data stored outside the EU/ UK?	Product-specific sub-processor
Amazon Web Services (AWS)	Data center providing infrastructure-as-a-service, and email notification services for customers. Customers select the region(s) of data residency.	United States, Germany, Ireland, Australia, Canada, Singapore	Yes	Aligns with regions selected	PingOne Advanced Services may be deployed in other countries upon mutual agreement.
Amazon Web Services (AWS)	Rekognition image verification Data is stored in the region(s) selected by customer for PingOne tenant.	United States, Germany, Ireland, Australia, Canada, Singapore	Yes	Aligns with regions selected	PingOne Verify service only, when selected by customer.
Amazon Web Services (AWS)	Push notification services for customers. Customers select the region(s) of data residency offered by Ping Identity.	United States, Germany, Ireland, Australia, Canada, Singapore	Yes	Aligns with regions selected	Advanced Identity Cloud and PingAM only, when selected by customer.
Datadog	SaaS monitoring and observability platform	Germany	Yes	No	PingOne Recognize
DataZoo	Offering provides real-time identity verification by accessing authoritative sources.	United States, Canada, Australia, Singapore, Germany	Yes	Yes	PingOne Verify service only, when selected by customer.
Elasticsearch Inc	Visualization & Analytics	As configured by customer	Yes	Aligns with regions selected	IGA
Google Inc.	Hosting and analytics	As configured by customer	Yes	Aligns with Google regions selected	Advanced Identity Cloud
Google Vertex AI	To provide generative artificial intelligence and natural language processing services to support technical troubleshooting and intelligent assistance.	Inference is co-located with the customer's deployment region	Yes	Inference is co-located with the customer's deployment region	Helix

IDLayr	Provides mobile-based identity verification using phone numbers as secure digital identities	United States, Germany	Yes	Yes	PingOne Verify service only, when selected by customer.
Mitek Systems	Document verification and image verification	United States, Ireland, Canada (only if configured by the customer)	Yes	Yes	PingOne Verify service only, when selected by customer.
MX Technologies	Authenticates account ownership through document-based verification.	United States	Yes	Yes	PingOne Verify service only, when selected by customer.
OpenAI	To provide generative artificial intelligence and natural language processing services to support technical troubleshooting and intelligent assistance.	Inference is co-located with the customer's deployment region	Yes	Inference is co-located with the customer's deployment region	Helix
Secret Double Octopus	Passwordless Authentication	Israel	Yes	Yes	Advanced Identity Cloud
Signicat	Supports near field communication (NFC) reading and verification of chip-enabled government identity documents	Ireland	Yes	No	PingOne Verify service only, when configured by customer.
TransUnion	Verifying and processing biographic data and PII like address, name, SSN. Also verifying the identity associated with a payment card.	United States	Yes	Yes	PingOne Verify service only, when selected by customer.
Trinsic	Enables global interoperability of digital identities.	United States, India	Yes	Yes	PingOne Verify service only, when selected by customer.
Twilio	Secure SMS OTP and voice authentication	United States	Yes	Yes	PingID, PingOne MFA and PingOne Neo and Verify, when customer utilizes secure SMS service.
Veriff	Identification document verification	United States, Ireland	Yes	Yes	PingOne Verify service only, when selected by customer.

Vonage	Secure SMS authentication	United States	Yes	Yes	PingID and PingOne MFA, when customer utilizes secure SMS service.
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OPERATIONAL SUB-PROCESSORS: INFRASTRUCTURE, MONITORING & SECURITY Personal data processed in the ordinary course of operations				
Sub-Processor	Description of Processing	Location(s) of data centers	Data Processed for EEA, UK & Swiss customers?	Data processed for non-US customers?
Cloudflare	Cloudflare provides a content delivery network and distributed DOS attack prevention services, and offers security and performance benefits to all Ping cloud customers. Customers cannot select the region where data is processed.	Cloudflare Network Locations	Yes	Yes
Google	Corporate email and documentation. Email correspondence and documents may contain customer data.	United States	Yes	Yes
New Relic	Application performance management. Performance metrics for Customers' tenants.	United States	Yes	Yes

Splunk	Operational logs and business analytics. Customer data is logged for event monitoring and troubleshooting purposes and is retained in the region of residency.	United States, Germany, Australia, Canada	Yes	Aligns with AWS regions selected
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OPERATIONAL SUB-PROCESSORS: CUSTOMER SUPPORT & INCIDENT RESPONSE Customer data processed only in the context of a customer support case or security incident				
Sub-Processor	Description of Processing	Location(s) of data centers	Data Processed for EEA, UK & Swiss customers?	Data stored outside the EU/UK?
Appfire	Salesforce-to-Jira integration. Securely automates transfer of support ticket data from Salesforce to Jira.	United States	Yes	Yes
Atlassian Cloud	Documentation and issue tracking. Customer documentation and data related to support cases may be stored in Atlassian Cloud.	United States	Yes	Yes
Box	Storage and transfer of log files for customer support. Generally applicable when a customer files a support case and attaches customer data to the ticket (e.g., attachments, log files).	United States	Yes	Yes

Code42	Backup of customer support endpoints. Backup of customer support endpoints. Customer data related to support cases may be processed on endpoints in use by customer support personnel. All data is encrypted, and the encryption key is controlled by Ping.	United States	Yes	Yes
Crowdstrike	Incident response. Crowdstrike might have access to customer data in the event of a security incident.	United States	Yes	Yes
Glean	Glean provides AI-powered enterprise search and knowledge retrieval capabilities for workforce productivity.	United States	Yes	Yes
Google Chronicle	Security log and event management; security analytics. Customer data is logged for security monitoring and troubleshooting purposes.	United States	Yes	Yes
OwnBackup	Cloud backup of Salesforce data. When customers file a support case in Salesforce, that data will be backed up periodically.	United States	Yes	Yes
Salesforce	Service cloud that facilitates the customer support ticketing process. Customer data related to support cases may be stored in Salesforce.	United States	Yes	Yes
SupportLogic	Customer support case management Used to increase productivity and improve backlog management for	United States	Yes	Yes

	the global customer support team.			
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AFFILIATE SUB-PROCESSORS		
Data processed for all products and customers, including non-US customers		
Entity Name	Description of Processing	Location(s)
Ping Identity India Private Limited	Support and Operations	India
Ping Identity Australia Pty Ltd	Support and Operations	Australia
Ping Identity Canada Inc	Support and Operations	Canada
Ping Identity Israel Ltd.	Support and Operations	Israel
Ping Identity Singapore Pte. Ltd.	Support and Operations	Singapore
Ping Identity Corporation	Support and Operations	United States
Ping Identity Limited	Support and Operations	United Kingdom
ForgeRock AUS Pty. Ltd	Support and Operations	Australia
Ping Identity Deutschland GmbH	Support and Operations	Germany
Ping Identity NZ Limited	Support and Operations	New Zealand

Ping Identity AS	Support and Operations	Norway
Ping Identity France	Support and Operations	France