

Subprocessors

Current as of November 15, 2020

MobileIron, Inc. and its affiliates use a range of subprocessors to provide particular services. Use of several of the listed subprocessors is optional.

If you are a current MobileIron customer with a data protection agreement in place with MobileIron, you can subscribe to receive email notifications of proposed new subprocessors by emailing the following information to privacy@mobileiron.com: customer name, customer address and email address.

Infrastructure Subprocessors – Service Data Storage

| Entity Name | Purpose | Applicable Services | Entity Country |
|---------------------------|--|--|---|
| Amazon Web Services, Inc. | Infrastructure, data hosting and security services | MobileIron Access, MobileIron Cloud, MobileIron Core | United States, Germany, Ireland, Japan, Australia |

Service Subprocessors

| Entity Name | Purpose | Applicable Services | Entity Country |
|------------------------------|--|---|---|
| Zimperium, Inc. | Administrative portal, support and other services | MobileIron Threat Defense | United States, Germany, Japan, Singapore, Australia |
| SendGrid, Inc. (Twilio Inc.) | Email relay service | MobileIron Cloud, MobileIron Dedicated Core | United States |
| NetNumber, Inc. | Carrier and country look up | MobileIron Core | United States |
| Clickatell, Inc.* | Online messaging service provider for device users with non-US phone numbers | MobileIron Cloud, MobileIron Core | United States |
| System 1* | Map feature in the administrative and self-service portals | MobileIron Cloud, MobileIron Core | United States |
| Apple Inc.* | Push notification service for Apple devices | MobileIron Cloud, MobileIron Core | United States |
| Google LLC* | Push notification service for Android devices | MobileIron Cloud, MobileIron Core | United States |

| Entity Name | Purpose | Applicable Services | Entity Country |
|-----------------|---|-----------------------------------|----------------|
| Mixpanel, Inc.* | Product analytics for certain versions of mobile apps distributed before 2017 | MobileIron Core, MobileIron Cloud | United States |
| Domo, Inc. | Product analytics, insights and reporting | MobileIron Cloud | United States |
| Gainsight, Inc. | Product business intelligence and email communications to administrators | MobileIron Cloud | United States |

* Optional.

MobileIron Group Subprocessors

| Entity Name | Purpose | Applicable Services | Entity Country |
|--|---|---|--|
| MobileIron International, Inc. | Incidental support, professional services | All | Australia, Austria, Belgium, Canada, France, Germany, Hong Kong, Italy, Japan, Netherlands, New Zealand, Poland, Singapore, Spain, Sweden, Switzerland, United Arab Emirates, United Kingdom |
| Mobile Iron India Software Private Limited | IT management, support | IT management for MobileIron Access, MobileIron Cloud, MobileIron Core Technical support for all services and products | India |
| incapptic Connect GmbH | Support for incapptic Connect products | Technical support for incapptic Connect products | Germany |

Third-Party Support Subprocessors

| Entity Name | Purpose | Applicable Services | Entity Country |
|----------------------|--|------------------------------|----------------|
| salesforce.com, inc. | Customer support ticketing process and support community (https://help.mobileiron.com) | MobileIron Technical Support | United States |

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|------------------------------|--|--|---------------|
| Amazon Web Services, Inc. | Infrastructure, data hosting and security services for troubleshooting logs submitted with support requests* | MobileIron Technical Support | United States |
| Coveo Solutions Inc. | Predictive search technology for the support community (https://help.mobileiron.com) | MobileIron Technical Support | United States |
| Docebo, Inc. | Learning management system supporting customer and partner training and certification program | MobileIron Technical Support | United States |
| AnswerConnect* | 24x7 call center services | MobileIron Technical Support | United States |
| Zimperium, Inc. | Technical support services | MobileIron Technical Support for MobileIron Threat Defense | United States |
| EPAM Systems, Inc. | Technical support services | MobileIron Technical Support for MacOS, Web@Work and Docs@Work | Belarus |
| Star Global Consulting, Inc. | Technical support services | MobileIron Technical Support for some MobileIron productivity apps | Ukraine |
| ASM Technologies Limited | Technical support services | MobileIron Technical Support for some MobileIron productivity apps and MobileIron Core's BYOD Portal | India |

* Optional.