

SUBPROCESSORS WHO PROCESS SUBSCRIBER PERSONAL DATA FOR PEGA LAUNCHPAD SERVICES

(Last updated: May 2023)

If you are seeking the subprocessor link for Pega Cloud Subscription Services, please go to [Pega Subprocessor Information | Pega](#).

To support delivery of our Launchpad Services, Pegasystems Inc. (or one of its affiliates) may engage and use data processors with access to certain client personal data (each, a “Subprocessor”).

This page provides information about the identity, location, and processing activity of our Subprocessors, who process Subscriber Personal Data for Pega Launchpad services. Pegasystems’ use of Subprocessors may require the transfer of Subscriber Personal Data to Subprocessors for carrying out any part of Pega Launchpad services. Pegasystems shall be responsible for its Subprocessors as further described in the applicable Provider Agreement and Data Processing Addendum (“DPA”).

Third Parties:

Pegasystems uses third-party Subprocessors to provide infrastructure services, support services, and perform other functions related to Pega Launchpad services:

SUBPROCESSOR	PROCESSING ACTIVITY	SUBPROCESSOR LOCATION
Amazon Web Services, Inc.	Cloud services provider	United States (AWS HQ) and other Launchpad deployment regions that are supported for each Subscription Service
Cognizant Technology Solutions U.S. Corporation	Provider support services	United States
Cognizant Technology Solutions India Pvt. Ltd.	Provider support services	India
MongoDB Atlas	Provider of multi-cloud database service	United States and other Launchpad deployment regions that are supported by the Subscription Services
NetApp, Inc. (acquired Instaclustr Pty Ltd. and change is due to acquisition)	Staff augmentation	United States and other Launchpad deployment regions that are supported by the Subscription Services
Rev.com, Inc	Human transcription services (for Voice AI model customization service only)	United States (Rev.com, Inc.) and other Launchpad deployment regions that are supported by the Subscription Service
Google LLC	Cloud services provider (for Pega Cloud clients on Google Cloud)	United States and other Launchpad deployment regions that are supported for each Subscription Service on Google Cloud

Pegasystems Companies:

Pegasystems Inc. and each of its Affiliates (herein after “**Pegasystems Companies**”), depending on the geographic location of a customer or their authorized users and the nature of the Pega Launchpad services provided, from time to time may perform data processing activities to deliver support and similar services:

SUBPROCESSOR	SUBPROCESSOR LOCATION
Pega Japan KK	Japan
Pegasystems New Zealand Limited	New Zealand
Pegasystems PTY Limited	Australia
Pegasystems Worldwide India Private Limited	India
Pegasystems Software Limited Sp. z.o.o. Oddzial w Polsce	Poland
Pegasystems Servicos de Software do Brasil Ltda.	Brazil
Pegasystems Limited	UK
Pegasystems Inc.	USA

Updates:

As we update Subprocessors, this document will change. You can signup to be notified when there are changes to this document using the form at the bottom of the launchpad homepage. Your rights to object to the use of a new Subprocessor is available as described in our DPA.