

List of Subprocessors

This page identifies the list of third parties that assist Genetec in the provision of cloud services under the [Cloud Services - Terms of Service](http://www.genetec.com/legal/cloudtos) (available at www.genetec.com/legal/cloudtos) and which, as part of their responsibilities, may collect, access, store or otherwise process customer data (including personal data). These subprocessors are permitted to process customer data only to deliver the services that Genetec has retained them to provide, in a manner outlined in our [Privacy Policy](http://www.genetec.com/legal/privacy) (available at www.genetec.com/legal/privacy), and they are prohibited from using customer data for any other purpose.

Third Party Subprocessors	Purpose	Location
Microsoft Corporation	Microsoft Azure data centers. Microsoft provides data centers and office-related applications, as well as some additional services empowering our products and services.	Processing may occur in one or more of the following locations, depending on the Genetec cloud service: <ul style="list-style-type: none"> • Australia • Brazil • Canada • East Asia • France • Japan • North Europe • South East Asia • United States of America • West Europe
Clarizen	The services provided by Clarizen are used in support of Genetec's provision of professional services to its customers.	Processing may occur in one or more of the following locations, depending on the customer's location: <ul style="list-style-type: none"> • California, USA • New Jersey, USA • Amsterdam, Netherlands • London, United Kingdom
Wrike	The services provided by Wrike are used primarily by our marketing teams for project management purposes.	Processing may occur in one or more of the following locations, depending on the customer's location: <ul style="list-style-type: none"> • San Jose, California, USA • Amsterdam, Netherlands
Who's On	Who's On provides chat services used primarily by our support teams.	Processing may occur in one or more of the following locations, depending on the customer's location: <ul style="list-style-type: none"> • Dallas, Texas, USA • Netherlands
Five9	Five9 provides telephony services used primarily by our support teams.	Processing may occur in one or more of the following locations, depending on the customer's location: <ul style="list-style-type: none"> • Atlanta, Georgia, USA • Santa Clara, California, USA

Genetec Affiliates	Location(s)
Genetec Inc.	Canada
Genetec (USA) Inc.	United States of America
Genetec Europe SARL	France

Last updated on November 15, 2019. This document is subject to change. We invite you to subscribe to the legal notifications in our [Email Subscription Center](#) to, among other things, be notified of any major changes to this document.