

Omada Sub-Processors

To support in the delivery of its Services, Omada A/S may engage and use data processors with access to certain Customer Data (each, a "Sub-processor"). Omada maintains an up-to-date list of such Sub-processors. This page provides important information about the purpose, scope, and processing location of these.

Terms used on this page but not defined have the meaning set forth in the Customer Terms of Service or superseding written agreement between Customer and Omada (the "Agreement").

Omada customers with a signed Data Processing Agreement ("DPA") will be notified directly by email about Sub-processor changes. All other customers may request to be notified by contacting dataprotection@omadaidentity.com.

Third Parties

Omada use third-party Sub-processors to provide infrastructure for the Omada Identity Cloud service, and to aid in things like providing customer support and other ancillary services used by the organization, e.g., interacting with partners, prospects, and customers. These Sub-Processors have access to personal information (PII) only to assist Omada in the processing of data which has been authorized.

Omada does not sell or otherwise share customers personal information with any other entities.

Prior to engaging any third party, Omada performs due diligence to evaluate their privacy, security, and confidentiality practices, and executes an agreement implementing its applicable obligations.

Omada Identity Cloud service

The below Sub-processors are used in the delivery of the Omada Identity Cloud service to our customers:

Sub-processor	Purpose	Scope	Processing location
Microsoft Ireland Operations, Ltd.	Public cloud network, storage, and compute (Microsoft Azure)	Omada Identity Cloud environments in the Europe delivery zone	European Union
Microsoft Corporation	Public cloud network, storage, and compute (Microsoft Azure)	Omada Identity Cloud environments in the North American delivery zone	United States
Twilio SendGrid	E-mail delivery	Omada Identity Cloud environments configured for Omada to deliver system generated mails (an option in the self-service management portal)	European Union and United States

General and ancillary services

Omada uses the below Sub-processors for other areas of our business:

Sub-processor	Purpose	Scope	Processing location
Microsoft Ireland Operations, Ltd.	E-mail & collaboration platform (Microsoft 365)	Communication and collaboration between Omada employees and partners/customers	European Union
Microsoft Ireland Operations, Ltd.	Project and task management tool (Azure DevOps) used in project delivery	Project delivery based on the IdentityPROCESS+ methodology lead by the Omada Customer Success organization	European Union
Freshworks, Inc.	ITSM system used for incident and problem management	Communication and collaboration platform used by the Omada	United States

Sub-processor	Purpose	Scope	Processing location
		Helpdesk when aiding partners and customers	
Fuse Universal Ltd	Learning platform used for product documentation and collaboration	Access to product documentation, knowledgebase, and collaboration platform for partners and customers	European Union
Aha!	Product planning and roadmap tool	Platform for partners and customer to request and vote for product capabilities	United States
ATEA	External third-party backup of product source code and on-premises Active Directory data	Omada internal for business continuity reasons	Denmark
Salesforce	CRM tool used to store partner and customer information	Prospects, customer and partner information	European Union
Precisely	Contract management system	Active and historic contracts	European Union
Ciklum ApS	First line technical super user/expert incident and problem management	When partner and customers are requesting support from Omada Helpdesk	Ukraine
BranchCreation	Team augmentation	Engineering resources for Omada R&D, potentially used in problem resolution	Spain
Pratham Software Pvt. Ltd.	Flexible team augmentation	Engineering resources for Omada R&D, potentially used in problem resolution	India

Subsidiaries

The below list of fully owned entities may be involved in the delivery of Services:

Sub-processor	Purpose	Scope	Processing location
Omada Solutions Ltd.	Engineering, consulting and support services	Consulting services, and support for partners and customers	United Kingdom
Omada Solutions Inc.	Engineering, consulting and support services	Consulting services, and support for partners and customers	USA
Omada GmbH	Engineering, consulting and support services	Software development, consulting services, and support for partners and customers	Germany
Omada Poland Sp. z o.o.	Engineering, consulting and support services	Software development, consulting services, and support for partners and customers	Poland

About Omada

Omada, a global market leader in Identity Governance and Administration (IGA), offers a full-featured, enterprise-grade, cloud native IGA solution that enables organizations to achieve compliance, reduce risk, and maximize efficiency. Founded in 2000, Omada delivers innovative identity management to complex hybrid environments based on our proven best practice process framework and deployment approach. For more information, go to omadaidentity.com.