



# Omada Sub-Processors

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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 [privacy@omadaidentity.com](mailto:privacy@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	Personal Data	Processing location
Microsoft Ireland Operations, Ltd.	Public cloud network, storage, and compute (Microsoft Azure)	Omada Identity Cloud environments in the Europe delivery zone	All data of the IGA platform as setup by customer	European Union
Microsoft Corporation	Public cloud network, storage, and compute (Microsoft Azure)	Omada Identity Cloud environments in the North American delivery zone	All data of the IGA platform only if the Customer requests this in writing or activates US as an Azure region in the cloud environment	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)	Name and email address of selected Customer admin accounts if provided by customer. The customer may use non-personal email addresses to avoid processing of personal data	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	Personal Data	Processing location
Microsoft Ireland Operations, Ltd.	E-mail & collaboration platform (Microsoft 365)	Communication and collaboration between Omada employees and partners/customers	All PII the customer decides to share by email or a collaboration	European Union

Sub-processor	Purpose	Scope	Personal Data	Processing location
			tool provided by Microsoft	
Freshworks, Inc.	ITSM system used for incident and problem management	Communication and collaboration platform used by the Omada Helpdesk when aiding partners and customers	Name and email address of selected Customer admin accounts if provided by customer. The customer may use non-personal email-addresses to avoid processing of personal data.	United States
Fuse Universal Ltd	Learning platform used for product documentation and collaboration	Access to product documentation, knowledgebase, and collaboration platform for partners and customers	Name and email address of Customer contacts. The customer may use non-personal email-addresses to avoid processing of personal data.	European Union
Aha!	Product planning and roadmap tool	Platform for partners and customer to request and vote for product capabilities	Name and email address of Customer contacts. The customer may use non-personal email-addresses to avoid processing of personal data.	United States
Salesforce	CRM tool used to store partner and customer information	Prospects, customer and partner information	Name and email address and job title of the customer key contacts	European Union
Precisely	Contract management system	Active and historic contracts	Name and email and IP address of the signees and key contacts of the contracts between customer and Omada	European Union
Ciklum ApS	First line technical super user/expert incident and problem management	When partner and customers are requesting support from Omada Helpdesk	Name and email address of registered customer admin accounts if provided by customer. The customer may use non-personal email-addresses and sanitize any logfiles to avoid processing of personal data.	Ukraine
DocuSign	Contract and legal document sign-off system	Active and historic contracts	Name and email and IP address of the signees and key contacts of the contracts between customer and Omada	European Union, United States and Canada

## Subsidiaries

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

Sub-processor	Purpose	Scope	Personal Data	Processing location
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Omada A/S	Engineering, consulting and support services	Consulting services, and support for partners and customers	All data of the IGA platform as setup by customer	Denmark
Omada Solutions Ltd.	Engineering, consulting and support services	Consulting services, and support for partners and customers	All data of the IGA platform as setup by customer	United Kingdom
Omada Solutions Inc.	Engineering, consulting and support services	Consulting services, and support for partners and customers	All data of the IGA platform as setup by customer	USA
Omada GmbH	Engineering, consulting and support services	Software development, consulting services, and support for partners and customers	All data of the IGA platform as setup by customer	Germany
Omada Poland Sp. z o.o.	Engineering, consulting and support services	Software development, consulting services, and support for partners and customers	All data of the IGA platform as setup by customer	Poland
Omada Identity Spain, SL	Engineering, consulting and support services	Software development, consulting services, and support for partners and customers	All data of the IGA platform as setup by customer	Spain
Omada Norway, Branch	Engineering, consulting and support services	Software development, consulting services, and support for partners and customers	All data of the IGA platform as setup by customer	Norway
Omada Sweden AB	Engineering, consulting and support services	Software development, consulting services, and support for partners and customers	All data of the IGA platform as setup by customer	Sweden

## 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](https://omadaidentity.com).