

OMADA SUB-PROCESSOR LIST

February 2025

Omada use third-party Sub-processors to provide infrastructure for the Omada Identity Cloud, and to aid in e.g., providing customer support and other ancillary services used by the organization to e.g., interact 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. They are also authorized according to Sec. 9 to have Personal Data transferred to them and processed in the named rider “Process locations”. The Customer can use the system in a way to avoid such transfer as described below in the rider “Personal Data” below.

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 privacy, security, and Confidential practices, and executes an agreement implementing its applicable obligations.

Omada Identity Cloud

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

Sub-processor	Purpose	Scope	Personal Data	Processing location	Transfer mechanism
Microsoft Corporation (if EU is selected: Microsoft Ireland Operations, Ltd.)	Public cloud network, storage, and compute (Microsoft Azure)	Omada Identity Cloud environments in the EU delivery zone	All data of the IGA platform only if the Customer requests this in writing or activates EU as an Azure region in the cloud environment	European Union	
Microsoft Corporation (if US is selected)	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	EU-U.S. Data Privacy Framework
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	EU-U.S. Data Privacy Framework

Data importers in the USA listed above are certified under the EU-U.S. Data Privacy Framework.

General and ancillary services

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

Sub-processor	Purpose	Scope	Personal Data	Processing location	Transfer mechanism
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 tool provided by Microsoft	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	All data of the IGA platform as setup by customer	European Union	
Freshworks, Inc.	ITSM system used	Communication and	Name and email address of	United States	EU-U.S. Data

	for incident and problem management	collaboration platform used by the Omada Helpdesk when aiding partners and customers	selected Customer admin accounts if provided by customer. The customer may use non-personal email-addresses to avoid processing of personal data		Privacy Framework
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 admin accounts if provided by customer. The customer may use non-personal email-addresses to avoid processing of personal data	United Kingdom	Adequacy decision
Absorb Technology Ltd.	Learning platform used for product documentation and collaboration	Access to Omada Academy Training, product documentation, knowledgebase, and collaboration platform for partners and customers	Name, company name, email address of learner/user	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 admin accounts if provided by customer. The customer may use non-personal email-addresses to avoid processing of personal data	United States	EU-U.S. Data Privacy Framework
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	Standard Contractual Clauses
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	

Subsidiaries

The below list of fully owned entities may be involved in the delivery of Omada Solution Offering, including without limitation, Omada On Prem:

Sub-processor	Purpose	Scope	Personal Data	Processing location	Transfer mechanism
Omada Solutions Inc.	Engineering, consulting and support services	(If not the OCE*) Consulting services, and support for partners and customers	All data of the IGA platform as setup by customer	United States	Intra Company DPA with Standard Contractual Clauses
Omada Solutions Ltd.	Engineering, consulting and support services	(If not the OCE*) Consulting services, and support for partners and customers	All data of the IGA platform as setup by customer	United Kingdom	Adequacy decision
Omada A/S	Engineering, consulting and support	(If not the OCE*) Consulting	All data of the IGA platform as	Denmark	

	services	services, and support for partners and customers	setup by customer		
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 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	

*OCE means the applicable Omada entity entering into the Agreement as set forth therein.