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Infrastructure Overview and Subprocessors

This documentation provides an overview of relevant infrastructure, subprocessors and other entities material to Aternity's provision of its products and services.

Capitalized terms used in this documentation have the meanings attributed to such terms in Aternity's Cloud Terms of Service, Software License Agreement and/or Data Processing Addendum.

Infrastructure – Customer Data Storage

Aternity's Cloud Services are hosted on the infrastructure of third-party public cloud providers. In general, Customer Data is stored in third-party data centers in the location from which a customer subscribes to the Cloud Service; however, customers can request at the time of sign-up to be hosted in a specific data center location.

The following describes the locations and legal entities engaged in the storage of Customer Data by Aternity for the applicable Cloud Service is set out below:

Cloud Service	Data Center Location	Operator Entity Name
Aternity	United States – US East (N. Virginia)	Amazon Web Services, Inc.
	Asia Pacific (Sydney)	
	EU (Frankfurt)	
	EU (London)* <i>* Available to select UK government customers only</i>	
ApplInternals	United States – US East (N. Virginia)	Amazon Web Services, Inc.

Customer Data Processing

The following third parties are engaged in processing of Customer Data to assist Aternity in connection with the provision of products and services.

Subprocessor Entity Name	Location	Brief Processing Description
Answer 1, LLC	United States	Tier 1 24x7 telephone customer support
salesforce.com, inc.	United States	Customer account administration and support case incident management

Aternity Affiliate Subprocessors

Aternity LLC (“Aternity”) is headquartered in Cambridge, MA, USA and has engaged and authorized the affiliates below to provide (1) customer outreach and support; and/or (2) software engineering, software maintenance or systems maintenance.

Affiliate Name	Location
Aternity Australia	Australia
Aternity Information Systems Ltd.	Israel
Aternity BV	Netherlands
Riverbed Technology Labs SRL	Romania
Riverbed Technology Pte. Ltd.	Singapore
Aternity Limited	United Kingdom
Riverbed Technology, Inc.	United States