



This document is an integral part of respective Personal Data Processing Agreement / Addendum / Attachment / Schedule / Section (or any other equivalent document, as applicable) between Avaya (including its Affiliates) and Customer (including its Affiliates), which incorporates it by reference, and is solely valid in conjunction with the foregoing.

The list below identifies sub-contractors (sub-processors) that may be engaged by Avaya to Process Personal data on behalf of its European Economic Area and Switzerland based Customers. Any change regarding such sub-contractors (sub-processors) will be reflected in the tables below at least twenty (20) calendar days before Avaya engages any new sub-contractor (sub-processor).

Avaya Affiliate which may act as sub-contractor (sub-processor)	Country of incorporation
Avaya (China) Communication Co. Ltd.	China
Avaya (Dalian) Intelligent Communications Co. Ltd.	China
Avaya (Malaysia) Sdn. Bhd.	Malaysia
Avaya (Shanghai) Enterprise Management Co. Ltd.	China
Avaya Argentina S. R. L.	Argentina
Avaya Australia Pty Ltd.	Australia
Avaya Austria GmbH	Austria
Avaya Belgium SPRL	Belgium
Avaya Brasil LTDA.	Brazil
Avaya Canada Corp.	Canada
Avaya Chile Limitada	Chile
Avaya CIS LLC	Russian Federation
Avaya Cloud Inc.	United States of America
Avaya Cloud Limited	Ireland
Avaya Comunicacion de Colombia S. A.	Colombia
Avaya Comunicacion de Mexico, S. A. de C. V.	Mexico
Avaya Comunicacion Espana S. L. U.	Spain
Avaya Communication Israel Ltd.	Israel
Avaya Czech Republic s. r. o.	Czech Republic
Avaya d. o. o.	Croatia
Avaya Denmark ApS	Denmark
Avaya Deutschland GmbH	Germany
Avaya Egypt LLC	Egypt
Avaya EMEA Ltd. (Greece Branch)	Greece
Avaya EMEA Ltd. (Portugal Branch)	Portugal
Avaya EMEA Ltd. (Saudi Arabia Branch)	Saudi Arabia
Avaya EMEA Ltd. (South Africa Branch)	South Africa
Avaya Enterprises S. R. L	Romania
Avaya Finland Oy	Finland
Avaya France SAS	France
Avaya GmbH & Co. KG	Germany
Avaya Holdings Corp	United States of America
Avaya Hong Kong Company Limited	Hong Kong



Avaya Hungary Communication Limited Liability Company / Avaya Hungary Ltd.	Hungary
Avaya Inc.	United States of America
Avaya India Private Limited	India
Avaya India Private Limited (Bangladesh Branch Office)	Bangladesh
Avaya India Private Limited (Sri Lanka Branch)	Sri Lanka
Avaya International Sales Limited	Ireland
Avaya Italia S. p. A.	Italy
Avaya Japan Ltd.	Japan
Avaya Korea Ltd.	South Korea
Avaya Luxembourg S. A. R. L.	Luxembourg
Avaya Nederland B. V.	Netherlands
Avaya Nederland B. V. (U. A. E. Branch)	United Arab Emirates
Avaya New Zealand Limited	New Zealand
Avaya Nigeria Limited	Nigeria
Avaya Norway AS	Norway
Avaya Peru S. R. L.	Peru
Avaya Philippines, Inc.	Philippines
Avaya Poland Sp. z. o. o.	Poland
Avaya Singapore Pte Ltd	Singapore
Avaya Sweden AB	Sweden
Avaya Switzerland GmbH	Switzerland
Avaya UK	United Kingdom
Avaya World Services Inc.	United States of America
CAAS Technologies LLC	United States of America
Esna Technologies Inc.	Canada
Esna Technologies Ltd.	United Kingdom
Hyper Quality II LLC	United States of America
Hyper Quality Inc.	United States of America
Hyper Quality India Private Limited	India
Intellisist Inc.	United States of America
Knoahsoft Technologies Private Limited	India
Konftel AB	Sweden
PT Sierra Communication Indonesia	Indonesia
Sierra Asia Pacific Inc. (Taiwan Branch)	Taiwan
Sierra Asia Pacific Inc. (Thailand Branch)	Thailand
<i>NOTE – Avaya international employees may be employed by one of the above Affiliates.</i>	

Third party sub-contractor (sub-processor)	Country of incorporation	Function performed	Posting date
1&1 VERSATEL GMBH	Germany	Infrastructure services	February 1 2018
2600HZ	United States	Support or maintenance, Delivery and deployment, Infrastructure services	October 7 2019
ACEYUS INC	United States	Support or maintenance	February 1 2018
ACTIVEO	France	Support or maintenance	February 1 2018
ADATO GMBH	Germany	Support or maintenance	August 8 2018
ADECCO SPECIALTIES SA	Argentina	Support or maintenance	February 1 2018
AFINITI INTERNATIONAL HOLDINGS LTD	United States	Delivery and deployment	July 24 2019
AFINITI, INC.	United States	Support or maintenance	November 27 2019
AMAZON WEB SERVICES LLC	United States	Infrastructure services	February 1 2018
ANT TELECOMMUNICATIONS LTD	United Kingdom	Delivery and deployment	February 1 2018
ARICENT TECHNOLOGIES MAURITIUS	United States	Support or maintenance	February 1 2018
ARKTIS GMBH	Germany	Support or maintenance	February 1 2018
ASC TECHNOLOGIES AG	Germany	Support or maintenance	October 31 2018
AVTEL TELECOM SUPPORT MARIUSZ	Poland	Support or maintenance	February 1 2018
BECHTLE DIRECT B.V.	Netherlands	Support or maintenance	February 1 2018
BECHTLE DIRECT LTD	United Kingdom	Support or maintenance	February 1 2018
BECHTLE DIREKT SRL-GMBH	Italy	Support or maintenance	February 1 2018
BECHTLE ESPANA S.L.	Spain	Support or maintenance	February 1 2018
BECHTLE LOGISTIK AND SERVICE GMBH	Germany	Support or maintenance	February 1 2018
BETSOL SOFTWARE INDIA PRIVATE LIMIT	India	Infrastructure services	February 1 2018
BKN - BUSEKRUS KOMMUNIKATION NETZWERKINSTALLATION	Germany	Support or maintenance	February 1 2018
BOSCH SERVICE SOLUTIONS GMBH	Germany	Support or maintenance	October 24 2018
BT GLOBAL SERVICES	United Kingdom	Infrastructure services	February 1 2018
BUOYANT TECHNOLOGIES	United States	Delivery and deployment	August 17 2020
BUSINESS SWEDEN	Sweden	Administrative services	February 1 2018
BVP MULTIMEDIA SERVICE GMBH	Germany	Support or maintenance	June 13 2018
CALERO HOLDINGS INC	United States	Delivery and deployment	February 1 2018
Callinize Inc. (dba Tenfold)	United States	Delivery and deployment	March 19 2020
CCT DEUTSCHLAND GMBH	Germany	Support or maintenance	June 21 2019
Centrify Corporation	United States	Delivery and deployment	June 11 2020
CHRYSALIS SOFTWARE INC	United States	Support or maintenance	February 1 2018
CITRIX ONLINE LLC	United States	Infrastructure services	February 1 2018
ClearView Business Intelligence, LLC	United States	Delivery and deployment	March 19 2020
COMITO CONSULTING BVBA	Belgium	Support or maintenance	February 1 2018
COMLINE COMPUTER + SOFTWARELÖSUNGEN AG	Germany	Infrastructure Services	October 24 2018
COMMUNICATION BUSINESS AVENUE, INC.	Japan	Support or maintenance	October 16 2019
COMPTOIR ELECTROTECHNIQUE	Luxembourg	Support or maintenance	February 1 2018
COMPUTER PACKAGES INC	United States	Delivery and deployment	November 27 2019
COMTEL SYSTEMHAUS GMBH & CO KG	Germany	Support or maintenance	February 1 2018
CONCLUDENT GMBH	Germany	Delivery and deployment	February 1 2018
CONNECT COMMUNICATIONS GROUP	United Kingdom	Delivery and deployment	February 1 2018
CONNEX	Canada	Support or maintenance	February 1 2018
CONTACTCENTRES	Belgium	Delivery and deployment	February 1 2018

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CONVERCENT INC	United States	Delivery and deployment	July 17 2019
CONVERGEONE ADVANCED SERVICES	United States	Delivery and deployment	February 1 2018
CONVERGYS CIS	United States	Support or maintenance	February 1 2018
CONVERGYS CMG UK LIMITED	United Kingdom	Delivery and deployment	February 1 2018
CT2A PERFORMANCE LTDA	Brazil	Delivery and deployment	February 1 2018
DAMOVO DEUTSCHLAND GMBH AND CO KG	Germany	Delivery and deployment	February 1 2018
DATAPPOINT GLOBAL SERVICES GMBH	Germany	Support or maintenance	March 1 2019
DATAVAIL	United States	Support or maintenance	May 16 2018
DIMENSION DATA BV	Netherlands	Delivery and deployment	February 1 2018
DIMENSION DATA NETWORK SERVICES LTD	United Kingdom	Delivery and deployment	February 1 2018
DIRECTDEFENSE INC	United States	Support or maintenance	February 1 2018
DOCUSIGN	United States	Administrative services	February 21 2018
DR. SUCHODOLL	Germany	Administrative services	January 30 2019
DREAM BELLS KFT	Germany	Support or maintenance	April 29 2020
DXC (SERVICES) (FORMER HEWLETT PACKARD ENTERPRISE)	United Kingdom	Support or maintenance	February 1 2018
E+B NETZWERK GMBH	Germany	Support or maintenance	February 1 2018
EGAIN CORPORATION	United States	Infrastructure services	May 8 2019
ek-soft GmbH	Germany	Support or maintenance	September 09 2020
EMPIRIX INC	United States	Support or maintenance	February 1 2018
EMS INGENIEUR VERTRIEB LOTHAR	Germany	Delivery and deployment	February 1 2018
ENGELBART SOFTWARE GMBH	Germany	Delivery and deployment	February 1 2018
ENTERCOMS INC	United States	Delivery and deployment	July 4 2018
Equinix France SAS	France	Infrastructure services	August 17 2020
E-SERVICSE.K.	Germany	Infrastructure Services	October 24 2018
ETK NETWORKS SOLUTIONS GMBH	Germany	Support or maintenance	January 24 2019
EUREKA TELCO	United States	Infrastructure services	February 1 2018
EVOLVE CELLULAR INC	United States	Infrastructure services	February 1 2018
EWE TEL GMBH	Germany	Support or maintenance	February 1 2018
F.H. PAPANMEIER GMBH AND CO KG	Germany	Support or maintenance	February 1 2018
FCS GLOBAL CORPORATION	Ireland	Delivery and deployment	February 1 2018
FIVE START CALL CENTERS	United States	Administrative services	May 16 2018
FRINGS BUILDING SOLUTIONS GMBH	Germany	Support or maintenance	June 13 2018
FRINGS INFORMATIC SOLUTIONS GMBH	Germany	Support or maintenance	July 5 2019
FUJITSU TECHNOLOGY SOLUTIONS GMBH	Germany	Support or maintenance	February 1 2018
GENBASE SOLUTIONS LIMITED	Ireland	Delivery and deployment	February 1 2018
GEOMANT POLSKA SP. Z.O.O	Poland	Support or maintenance	November 20 2019
GEOMANT SRL	Romania	Support or maintenance, Administrative services, Delivery and Deployment	August 16 2018
GETABSTRACT INC.	United States	Delivery and deployment	July 24 2019
GFK SYSTEM GMBH	Germany	Support or maintenance	October 7 2019
GL CLOUD CONNECT	Canada	Infrastructure services	July 24 2019
GLOBAL CONVERGENCE INC GCI	United States	Delivery and deployment	February 1 2018
GLOBALEDGE SOFTWARE LIMITED	India	Support or maintenance	February 1 2018
GLOTEL INC	United States	Support or maintenance	February 1 2018
GLOWPOINT INC	United States	Support or maintenance	February 1 2018
GOOGLE INC	United States	Infrastructure services	February 1 2018
GREAT SOFTWARE LABORATORY PVT LTD	Germany	Support or maintenance	April 29 2020

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GROUP ELITE COMMUNICATIONS, INC.	United States	Delivery and deployment	April 4 2019
HARVEY NASH	Ireland	Administrative services	June 13 2018
HAYS AG	Germany	Support or maintenance	January 23 2019
Hecom Computer	Germany	Support or maintenance	September 09 2020
ilink Kommunikationssysteme GmbH	Germany	Delivery and deployment	June 11 2020
IMPERIUM SOFTWARE TECHNOLOGIES DMCC	United Arab Emirates	Delivery and deployment	July 17 2019
IMPULZUS GYENGEARAMU RENDSZERINTE-	Hungary	Support or maintenance	February 1 2018
INNOVATIA INC	Canada	Support or maintenance	February 1 2018
INNOVATIVE DEVELOPMENT LLC	United States	Administrative services, Delivery and deployment	June 13 2018
INTEGRATED RESEARCH GERMANY GMBH	Germany	Support or maintenance	February 1 2018
INTEGRATED RESEARCH INC	United States	Support or maintenance	February 1 2018
INTEGRATED RESEARCH UK LTD.	United Kingdom	Support or maintenance	February 1 2018
INTELLEXI D.O.O	Croatia	Support or maintenance	June 27 2019
INTERSYSTEM INC	United Kingdom	Support or maintenance	February 1 2018
INTERTEK TESTING SERVICES (UK) LIMITED	Ireland	Administrative services	March 15 2018
IP NETIX	United Kingdom	Delivery and deployment	January 23 2019
ITDESIGN SOFTWARE PROJECTS AND CON	Austria	Support or maintenance	February 1 2018
IT-TECHNIK-SPITZNER	Germany	Support or maintenance	June 13 2018
JANSSON KOMMUNIKATION A S	Denmark	Delivery and deployment	February 1 2018
KELLNER INTEGRAL KOMUNIKACJA	Poland	Delivery and deployment	February 1 2018
KIKXXL GMBH	Germany	Support or maintenance	December 18 2019
KNOWMAIL S.A.L. LTD	Israel	Support or maintenance	December 19 2018
KOOPID INC	United States	Infrastructure services	February 27 2020
KWP INSIDE HR GMBH	Germany	Support or maintenance	October 24 2018
LANCOM SYSTEMS GMBH	Germany	Support or maintenance	June 14 2019
LIONBRIDGE	United States	Administrative services	May 16 2018
LIPINSKI TELEKOM GMBH	Germany	Support or maintenance	November 8 2018
LOGIT SERVICES GMBH	Germany	Delivery and deployment	April 4 2019
LUMENVOX, CORPORATION	United States	Support or maintenance	November 20 2019
LUTECH SPA	Italy	Delivery and deployment	February 1 2018
LUXOFT UK LIMITED	Switzerland	Support or maintenance	February 1 2018
MAGNA INFOTECH A DIVISION OF QUESS	India	Support or maintenance	February 1 2018
MAILGUN TECHNOLOGIES INC	United States	Support or maintenance	August 22 2018
MARTINEZ KOMMUNIKATIONSSYSTEME GMBH	Germany	Support or maintenance	June 13 2018
MAVENLINK INC	United States	Delivery and deployment	March 7 2019
MAWA-SOLUTIONS GMBH	Germany	Support or maintenance	October 24 2018
MC MARKETING CORPORATION GMBH	Germany	Support or maintenance	November 20 2019
MEGATECH COMMUNICATION GMBH	Germany	Support or maintenance	June 13 2018
MERA SOFTWARE SERVICES INC	United States	Support or maintenance	February 1 2018
MERA SWITZERLAND AG	Switzerland	Support or maintenance	May 30 2018
MERCURY GATE INTERNATIONAL INC	United States	Infrastructure services	May 2 2018
MICROSOFT CORPORATION	United States	Infrastructure services	August 8 2019
MRP GROUP	United Kingdom	Delivery and deployment	February 1 2018
NEWBETECH SOLUTIONS GMBH	Germany	Support or maintenance	August 8 2018
NEXTBRIDGE SOLUTIONS FZE	United Arab Emirates	Delivery and deployment	December 06 2019
Nice Netherlands	Netherlands	Delivery and deployment	March 19 2020
Nice Systems UK Limited	England	Delivery and deployment	March 19 2020
NICE Systems, Inc	United States	Delivery and deployment	March 19 2020

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NSA TECHNOLOGIES	France	Delivery and deployment	February 1 2018
NUANCE COMMUNICATIONS	United States	Support or maintenance	February 1 2018
OCS GMBH & CO. KG	Germany	Support or maintenance	January 30 2019
OECON PRODUCTS AND SERVICES GMBH	Germany	Delivery and deployment	February 1 2018
OPTISOFT GMBH	Germany	Support or maintenance	April 29 2020
ORACLE AMERICA INC	United States	Support or maintenance	February 1 2018
ORITOR SERVICES LTD	United Kingdom	Support or maintenance	February 1 2018
OSTERTAG SYSTEMS GMBH	Germany	Support or maintenance	October 17 2018
PCS PROFESSIONELLE COMMUNICATIONS SYSTEME GMBH	Germany	Support or maintenance	February 1 2018
PERIGEE CAPITAL PARTNERS	United States	Administrative services, Infrastructure services	June 13 2018
PIEMME TELECOM SRL	Italy	Delivery and deployment	February 1 2018
PM TELCO LLC	United States	Delivery and deployment	February 1 2018
PRE-ADVISORY GROUP GMBH	Germany	Infrastructure services	November 14 2019
PREST'COM	France	Support or maintenance	February 1 2018
PRESTIGE COMMUNICATIONS SERV LTD	United Kingdom	Support or maintenance	February 1 2018
PRIDIS COMPUTER TELEPHONY PRODUCTS	Netherlands	Delivery and deployment	February 1 2018
PRIORITY PERSONNEL INC	Canada	Delivery and deployment	February 1 2018
PRO DATA SERVICE	Germany	Infrastructure services	April 26 2019
PTC TELECOM GMBH	Germany	Support or maintenance	October 31 2018
QSC AG	Germany	Infrastructure services	February 1 2018
QUALITY TRAINING SOLUTIONS	France	Administrative services	February 1 2018
QUARK PROFESSIONAL SERVICES INTERNATIONAL BV	Germany	Support or maintenance	July 5 2019
RACKSPACE US INC	United States	Support or maintenance	February 1 2018
RIEDEL NETWORKS	Germany	Infrastructure services	February 1 2018
RMG NETWORKS LIMITED	United States	Support or maintenance	July 17 2019
SABIO LTD	United Kingdom	Delivery and deployment	February 1 2018
SALESFORCE.COM	England	Delivery and deployment	October 17 2018
SASOLA LIMITED	United Kingdom	Delivery and deployment	February 1 2018
SC SOFT CONCEPT GMBH	Germany	Delivery and deployment	October 17 2018
SCANSOURCE	United States	Delivery and deployment	February 1 2018
SCHLUND NETWORKS	Germany	Support or maintenance	June 13 2018
SCHMIDT KOM GMBH	Germany	Administrative services	February 1 2018
SDL INC	United States	Support or maintenance	February 1 2018
SECURITON GMBH	Germany	Support or maintenance	April 4 2019
SEMAPHORE CS	France	Support or maintenance	August 16 2018
SENDGRID INC	United States	Support or maintenance	August 22 2018
SERMICRO	Spain	Delivery and deployment	February 1 2018
SERVION GLOBAL SOLUTIONS	India	Delivery and deployment	February 1 2018
SESTEK	United Arab Emirates	Support or maintenance	December 06 2019
SHARED SOLUTIONS AND SERVICES INC	United States	Delivery and deployment	February 1 2018
SIGMATEL	Morocco	Delivery and deployment	February 1 2018
SIGNET6 INC	United States	Delivery and deployment	February 1 2018
SIMCOMM LTD	United Kingdom	Support or maintenance	February 1 2018
SIMS LIFECYCLE SERVICES GMBH	Germany	Support or maintenance	February 7 2019
SIMTLIX LLC	United States	Delivery and deployment	July 2 2020

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SMOOCH TECHNOLOGIES ULC	Canada	Infrastructure services	August 8 2019
SPIE ICS AG	Switzerland	Delivery and deployment	February 1 2018
STORM COMPUTERS D O O	Croatia	Support or maintenance	February 1 2018
SUCHDIALOG AG	Germany	Administrative services	October 17 2018
SURIPO INVEST GMBH	Germany	Support or maintenance	October 31 2019
SUXCEED SALES FOR YOUR SUCCESS	Germany	Administrative services	February 1 2018
SWISSCOM (SCHWEIZ) AG	Switzerland	Infrastructure services	February 1 2018
SYNCREON HOLDINGS LTD.	Ireland	Delivery and deployment	March 13 2019
SYNTEC	United Kingdom	Delivery and deployment	July 08 2020
TATA COMMUNICATIONS (AMERICA) INC	United States	Infrastructure services	April 18 2019
TCC RESEARCH & DEVELOPMENT GMBH	Germany	Support or maintenance	October 17 2018
TEDESIO GMBH	Germany	Delivery and deployment	February 1 2018
TELECOMSOFTWARE COM GMBH	Switzerland	Support or maintenance	February 1 2018
TELEKOM AND NETZWERK AG	Switzerland	Infrastructure services	February 1 2018
TELEMARK TELEKOMMUNIKATIONSGESELLSCHAFT MARK MBH	Germany	Infrastructure services	February 1 2018
Teleopti AB	Sweden	Delivery and deployment	March 19 2020
TELETIGERS BV	Netherlands	Support or maintenance	February 1 2018
TELNYX LLC	United States	Infrastructure services	April 18 2019
TELSERV LLC	United States	Delivery and deployment	February 1 2018
TESCOM	United States	Support or maintenance	February 1 2018
TKBC GMBH	Germany	Infrastructure services	April 26 2019
TMA	Vietnam	Administrative services	June 13 2018
TMK THOMAS MACK KOMMUNIKATION	Germany	Support or maintenance	February 1 2018
T-MOBILE UK LTD	Germany	Infrastructure services	February 1 2018
TP NETWORKS DIENSTLEISTUNGS GMBH	Germany	Support or maintenance	February 1 2018
TRUSTWAVE LIMITED	United Kingdom	Delivery and deployment	December 06 2019
T-SYSTEMS INTERNATIONAL GMBH	Germany	Delivery and deployment	June 21 2019
VERINT SYSTEMS	United States	Support or maintenance	February 1 2018
VIPCOM B V	Netherlands	Infrastructure services	February 27 2020
VITROCONNECT GMBH	Germany	Support or maintenance	February 27 2020
VODAFONE CORPORATE LTD	United Kingdom	Infrastructure services	February 1 2018
VOICE COMMUNICATION	Russia	Delivery and deployment	December 06 2019
VOICETECH GMBH	Germany	Support or maintenance	June 13 2018
WEICONET GMBH	Germany	Support or maintenance	January 30 2019
WESTCON GROUP GERMANY GMBH	Germany	Support or maintenance	August 16 2018
WTG WESTFÄLISCHE TELEFON-GESELLSCHAFT WILHELM SCHÜTZE MBH	Germany	Support or maintenance	February 1 2018
XACTLY CORPORATION	United States	Infrastructure services	December 12 2018
XIMA LLC	United States	Support or maintenance	August 29 2018
Xoriant Corporation	United States	Delivery and deployment	July 30 2020
XTIVIA INC	United States	Delivery and deployment	February 1 2018
ZEEVAA COMMUNICATIONS INC.	Japan	Delivery and deployment	November 14 2019
ZENDESK INC	United States	Support or maintenance	August 22 2018
Zendesk Sunshine Conversations	Canada	Delivery and deployment	March 19 2020

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*From time to time Avaya may also engage / contract with Affiliate(s) of the above mentioned third party sub-contractors (sub-processors) which may also Process Personal Data on behalf of Avaya European Economic Area and Switzerland based Customers. Therefore, such Affiliates shall be deemed to have been included in the above list as well. For the purpose of this document “ **Affiliate** ” means an entity that is directly or indirectly controlling, controlled by, or under common control with any legal entity mentioned in the above list; the term “ **control** ” means the power to direct the management and policies of such party, directly or indirectly, whether through ownership of voting securities, by contract or otherwise; and the term “ **controlled** ” has the meaning correlative to the foregoing.*

ADDITIONAL INFORMATION AND DESCRIPTIONS:

- Support or maintenance: Product repair, maintenance, and / or upgrades either on site or remote for hardware or software;
- Delivery and deployment: Initial delivery, installation and activation of product or services;
- Infrastructure services: Datacenter or underlying data processing or management;
- Administrative services: Program management, documentation management, training or customer service.