



ONESPAN PRODUCTS - LIST OF SUB-PROCESSORS

Terms not defined herein shall have the meaning given to them in the agreement between OneSpan Inc. or one of its affiliates (“OneSpan” or “Supplier”) and Customer, including the applicable Data Processing Addendum (the “DPA”).

To receive email notification of a change in the OneSpan sub-processors listed in this document, email ProcessorNotification@onespan.com and include the specific Product for which you’re requesting notification. If additional services are foreseen in the Contract, certain [Third-Party Terms](#) may apply.

This OneSpan Product may be used for identity verification. In case Customer contracts this functionality, this OneSpan Product is a Biometrics Service as defined in the [Global Biometrics Privacy Notice](#).

OneSpan Sign SAAS (includes OSS Enterprise, Professional Version, Web App)

Sub-processor	Purpose/Data Processing Activity	Processing or Storage Location	Flow Down Terms
Amazon Web Services Inc.	Infrastructure Service Provider AWS Simple Email Service (SES) email AWS Simple Storage Services	United States of America, European Economic Area, Canada, Australia	Not applicable
Twilio Inc.	Virtual Room functionalities: <ul style="list-style-type: none">• Audio• Video SMS for: <ul style="list-style-type: none">• Authentication• Notification	United States of America	See Third-Party Terms
Upscope Ltd.	Virtual Room functionalities: co- browsing	United States of America, European Economic Area, Canada, Australia	Not applicable
TeleSign Corporation	SMS for authentication and notification purposes	European Economic Area	See Third-Party Terms
Microsoft Inc.	Azure FedRamp Environment, Project Hosts Infrastructure Service Provider	United States of America	Not applicable
Pendo.io Inc	Application performance analytics	United States of America	Not applicable



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Validated ID SL	Identity Document Verification	Spain	Not applicable
Cloudflare Inc.	Website and application security Denial-of-service protection Processing of traffic (inspection and blockage in case of malicious activity) between customer and OneSpan services	European Union, United States of America Depending on the geographical areas of customer: https://www.cloudflare.com/gdpr/subprocessors/	Not applicable
SmartComms LLC	SmartIQ – forms automation SmartComm – customer communications management	As per the chosen AWS hosting location	https://onespan.com/smart-comm-usage-terms
OCR Labs Pty Ltd	Identity document verification	Australia	https://www.onespan.com/ocr-labs-terms-and-conditions

OneSpan Sign Mobile Application

Sub-processor	Purpose/Data Processing Activity	Processing or Storage Location	Flow Down Terms
Amazon Web Services Inc.	Infrastructure Service Provider	United States of America, European Economic Area, Canada, Australia	Not applicable
Twilio Inc.	Virtual Room functionalities: <ul style="list-style-type: none">• Audio• Video SMS for: <ul style="list-style-type: none">• Authentication• Notification	United States	Not applicable
Twilio Inc.	Mobile number for sending SMS (OTP and Document Verification)	United States, Canada	See Third-Party Terms
Upscope Ltd	Virtual Room functionalities: co- browsing	United States	Not applicable



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TeleSign Corporation	SMS for authentication and notification purposes	European Union	See Third-Party Terms
Pendo.io Inc	Mobile application analytics	United States of America	Not applicable
Google Inc.	Firebase Allows application data to be synchronized across client devices	Location of Google or its sub- processors' facilities	Not applicable
Google Inc.	Adwords Track ad conversion	Location of Google or its sub- processors' facilities	Not applicable
Verizon Media Inc.	Flurry Application analytics	Location of Verizon facilities	Not applicable
SmartComms LLC	SmartIQ – forms automation SmartComm- customer communications management	As per the chosen AWS hosting location	https://onespan.com/smart-comm-usage-terms