



ONESPAN CUSTOMER SUPPORT SERVICE – DATA PROCESSING

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.

I. Sub-processor Overview for Customer Support

Sub-processor	Purpose / Data Processing Activity	Processing or Storage Location	Flow-down Terms
ServiceNow Nederland BV	Support ticketing and case management system (incidents, service requests, information requests)	European Union (Netherlands, Ireland); AI compute capabilities in Germany (Düsseldorf/Frankfurt)	Not applicable
PacketFabric	For OneSpan Customers based in Japan: bi-directional translation of NokNok Labs product requests	Japan	Not applicable
Persistent Systems	For OneSpan Customers based in the APAC region: technical support on NokNok Labs products	India	Not applicable
PagerDuty Inc.	Operational incident response and on-call escalation (24/7 support)	United States of America and other PagerDuty locations	Not applicable
Logz.io Ltd.	Log management for SaaS products and customer support operations	As determined by Logz.io	Not applicable
Microsoft Corporation (MS365: Outlook, Teams, SharePoint, OneDrive)	Collaboration tools; storage of customer support data and logs	European Union and other Microsoft locations	Not applicable
Twilio Inc.	SMS notifications for support operations	United States of America	See Third-Party Terms
Vonage Holdings Corp.	SMS notifications for support operations	As per Vonage hosting locations	See Third-Party Terms
TeleSign Corporation	SMS notifications for support operations	European Economic Area	See Third-Party Terms
SalesForce Inc.	SaaS CRM system for customer support and account management : Customer, contact, account and contract management; receipt of case data and comments from ServiceNow	United States of America https://www.salesforce.com/company/legal/privacy/	https://www.salesforce.com/company/legal/privacy/