



## ONESPAN PRODUCTS – DATA PROCESSING INFORMATION

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](mailto: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 OneSpan Digipass S3 Authentication Cloud

Sub-processor	Purpose/Data Processing Activity	Processing or Storage Location	Flow Down Terms
<b>AWS (Amazon Web Services)</b>	Cloud infrastructure hosting; data storage for Authentication Cloud backend; compute resources for authentication and log processing; database storage	<b>Primary:</b> us-west-2 (Oregon), us-east-1 (Ohio), us-east-2	Not Applicable
<b>Splunk Cloud Platform</b> <i>(if enabled)</i>	Audit log forwarding and processing; monitoring; KPI measurement; authentication event analytics	<b>US:</b> AWS us-east-1 (Ohio), Victoria Experience	Not Applicable
<b>Twilio</b> <i>(if enabled)</i>	SMS/voice OTP delivery as part of authentication ceremonies; out-of-band SMS authentication	US (global network)	See Third-Party Terms
<b>Guave OTPM/SMS</b> <i>(if enabled)</i>	Alternative SMS OTP delivery provider	Varies by deployment	Not Applicable
<b>Email Service Provider</b> <i>(if enabled)</i>	Email-OTP delivery; user notifications for important authentication-related activities	Varies	Not Applicable
<b>Salesforce</b>	Support ticketing system; customer contact management; troubleshooting case tracking	US	Not Applicable