

## Infrastructure Subprocessors – Service Data Storage

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Panorama9 owns or controls access to the infrastructure that Panorama9 uses to host Service Data submitted to the Services, other than as set forth below. Currently, the Panorama9 production systems for the Services are located in co-location facilities in the United States, Europe and Australia. Subscriber accounts are established in one of these regions based on where the Subscriber is located; the Subscriber’s Service Data subsequently remains in that region unless agreed between Subscriber and Panorama9, but may be shifted among data centers within a region to ensure performance and availability of the Services. The following table describes the countries and legal entities engaged in the storage of Service Data by Panorama9.

Entity Name	Entity Type	Entity Country
Amazon Web Services, Inc.	Cloud Service Provider	United States
Amazon Data Services Ireland Ltd	Cloud Service Provider	Ireland
Amazon Web Services, Inc.	Cloud Service Provider	Australia
Google	Cloud Service Provider	United States
Google	Cloud Service Provider	Belgium
Google	Cloud Service Provider	Australia

### Service Specific Subprocessors

Panorama9 works with certain third parties to provide specific functionality within the services provided. These third parties are the Subprocessors set forth below. In order to provide the relevant functionality these Subprocessors access Service Data. Their use is limited to the indicated Services.

Entity Name	Purpose	Applicable Services	Entity Country
Secure By Design Inc.	Secure By Design Inc. provides application management, in order to update select applications. Secure By Design has access to IP address.	Applications	United States

Intercom Inc.	Intercom Inc. is an In-app message system that Panorama9 utilizes to send and receive messages within the P9 Dashboard, MSP Control Panel and mobile app P9 Remote Manager. Intercom has access to IP address and email address.	Web-App	United States
Zendesk Inc	Zendesk is a service desk tool that Panorama9 uses to handle support request, support articles and feature request. Zendesk has access to email address.	Web-App	United States
Celerity Europe AG	Mobile text notifications from the Panorama9 system is sent using Celerity Europe AG services. They have access to mobile phone number.	Web-App	Global
Elastic Email	Email notifications from the Panorama9 system is sent using Elastic Email messaging services. They have access to email address.	Web-App	Global
Stripe Inc.	Stripe Inc. is a payment provider. Stripe processes payments for Panorama9 within the Panorama9 services. Stripe has access to email address, payment card issuer, origin, last four digits on payment card and expiration date.	Payments, invoices, payment receipts.	United States
Bill.com Inc.	Bill.com Inc. is a payment provider. Bill.com processes payments for Panorama9 outside of the Panorama9 services. Bill.com has access to email address, payment card issuer, origin, last four digits of the payment card and expiration date.	Payments, invoices, receipts	United States

## Subcontractors

Panorama9 also uses certain “subcontractors” to assist in the operations necessary to provide the Panorama9 Services as described in the [Safety, Security & Personal Data Processing Policies and Compliance](#). The following is a list (as of the date of this policy) of the names and locations of third-party subcontractors. Subcontractors do not have access to Service Data.

Entity Name	Entity Type	Entity Country
Fog Creek Software	Development Tool	United States
ConnectWise	Remote control service (P9 Connect)	United States

## Content Delivery Networks



Panorama9’s Services may use content delivery networks (“CDNs”) to provide the Services, for security purposes, and to optimize content delivery. CDNs do not have access to Service Data but are commonly used systems of distributed services that deliver content based on the geographic location of the individual accessing the content and the origin of the content provider. Website content served to website visitors and domain name information may be stored with a CDN to expedite transmission, and information transmitted across a CDN may be accessed by that CDN to enable its functions. The following describes use of CDNs by Panorama9’s Services.

CDN Provider	Services Using CDN	CDN Location	Description of CDN Services
Unbounce	Panorama9 public website	Global	Public website content served to website visitors may be stored with Unbounce, and transmitted by Unbounce to website visitors, to track visitor’s location.
Amazon Web Services, Inc.	Panorama9 public website	Global	Public website content served to website visitors may be stored with Amazon Web Services, Inc., and transmitted by Amazon Web Services, Inc., to website visitors, to expedite transmission.
Google Inc.	Panorama9 public website	Global	Public website content served to website visitors may be stored with Google Inc., and transmitted by Google Inc to website visitors, to expedite transmission.