



Netskope Sub-Processor List

Last updated: Sept 2026

When operating as a data processor, Netskope products, platform and customer support services may use one or more of the following sub-processors. All such transfers are governed by EU Standard Contractual Clauses which have been formally executed by the vendor to ensure regulatory compliance. Updates to this list are provided via Netskope's customer support portal and maintained at

<https://www.netskope.com/resources/data-sheets/netkskope-sub-processors>

For additional queries, please contact the Netskope Privacy team at privacy@netskope.com

Product Sub-Processors

Sub-processor & Privacy Contact	Product Applicability	Processing Activity & Scope	Processing Location	Sub-processor's Own Sub-processors
Intuit (Mailchimp) 2700 Coast Ave, Mountain View, CA 94043, U.S. privacy@mailchimp.com	All (excluding Netskope SD-WAN)	Activity: Intuit (Mailchimp) serves as the Mail Transfer Agent (MTA), essentially the "postal service" responsible for delivering automated alert and report emails from the platform to your administrators. Scope: The only data it handles is the content contained in those reports, and this occurs only if your customer admins have configured reports to be included as email attachments.	U.S.	mailchimp.com/legal/subprocessors
Twilio SendGrid 1801 California Street, Suite 500, Denver, CO 80202, U.S. privacy@twilio.com	Netskope SD-WAN	Activity: Twilio SendGrid serves as the Mail Transfer Agent (MTA), essentially the "postal service" responsible for delivering automated alert and report emails, specifically for the SD-WAN product. Scope: The only data it handles is the content contained in SD-WAN reports, and this occurs only if your customer admins have configured reports to be included as email attachments..	U.S.	twilio.com/en-us/legal/sub-processors
Okta/Auth0 10800 NE 8th Street, Suite 700, Bellevue, WA 98004, U.S. privacy@okta.com	Netskope SD-WAN	Activity: Okta/Auth0 provides authentication services verifying the identity of your administrators when they log in to the SD-WAN console. Scope: The only data it handles is what's required to process customer admin authentication events, such as login credentials and related sign-in details.	U.S.	okta.com/legal/trustandcompliance/subprocessors

Hosting Sub-Processors (No Access to Customer Data)

Sub-processor & Privacy Contact	Product Applicability	Processing Activity & Scope	Processing Location	Sub-processor's Own Sub-processors
Amazon Web Services, Inc 410 Terry Ave North, Seattle, WA 98109, U.S. aws.amazon.com/privacy	All	Activity: Amazon Web Services (AWS) provides cloud hosting infrastructure for several platform components, including the NPA Console, Log Streaming, CASB API, SSPM, SD-WAN Control Plane, Risk Insights, Backup Services, Advanced Analytics and our AI products, AgentSkope, Device Intelligence, AI Security Guardrails, and AI Red Teaming, which use dedicated LLMs hosted on AWS Bedrock or SageMaker. Scope: Its use is mandatory for some Netskope services, however, AWS only supplies the underlying infrastructure and cannot access the data.	Global (aligned to customer tenant region)	aws.amazon.com/compliance/sub-processors
Google (Google Cloud) 1600 Amphitheatre Parkway, Mountain View, CA 94043, U.S. policies.google.com/privacy	All	Activity: Google Cloud provides hosting infrastructure for Pub/Sub Logs, the system used to move log messages between platform components. This final service is soon to be migrated to AWS. Scope: Its use is mandatory for some Netskope services, however, Google only supplies the underlying infrastructure used to transport log messages and cannot access the data.	Global (aligned to customer tenant region)	cloud.google.com/terms/subprocessors
Microsoft Corporation (Microsoft Azure Cloud) One Microsoft Way, Redmond, WA 98052, U.S. microsoft.com/en-us/privacy/privacy-support-requests	DLP LLM (optional); Netskope SD-WAN	Activity: Microsoft Azure provides hosting infrastructure for the optional LLM-based DLP data classification module and the SD-WAN Management Plane. Scope: Microsoft supplies the computing infrastructure and cannot access the data. Used for the DLP LLM AI-based data classification feature (optional) and the SD-WAN management plane.	Global (aligned to customer tenant region)	Microsoft sub-processor list (.docx)

Customer Support Sub-Processors

Sub-processor & Privacy Contact	Product Applicability	Processing Activity & Scope	Processing Location	Sub-processor's Own Sub-processors
Sumo Logic, Inc 305 Main St, Redwood City, CA 94063, U.S. privacy@sumologic.com	All	Activity: Sumo Logic supports troubleshooting and log analysis - helping Netskope engineers search and analyse technical logs to diagnose problems reported by customers. Scope: It handles internal Netskope system logs, which may contain some customer data.	U.S.	sumologic.com/solutions/security/subprocessors
Salesforce, Inc 415 Mission Street, 3rd Floor, San Francisco, CA 94105, U.S. privacy@salesforce.com	All	Activity: Salesforce provides the ticketing system for technical support where support tickets are created and tracked. Scope: It handles customer support ticketing data, including any logs submitted by customers for troubleshooting purposes.	U.S.	Salesforce infrastructure & sub-processors (PDF)
Atlassian 350 Bush Street, Floor 13, San Francisco, CA 94104, U.S. privacy@atlassian.com	All	Activity: Atlassian (Jira) provides the internal tracking system used by Netskope engineering teams to work on and resolve customer issues escalated from technical support. Scope: Customer-submitted logs within Salesforce support tickets may be additionally processed in Jira tickets for engineering support purposes.	U.S.	atlassian.com/legal/sub-processors
Revyz, Inc 35767 Hibiscus Ave, Fremont, CA 94536, U.S. privacy@revyz.io	All	Activity: Revyz provides backup and restoration services for Netskope data hosted with Atlassian including secure backup copies of Jira ticket data so it can be restored if lost. Scope: It handles customer logs that were submitted to Salesforce, transferred to Jira (Atlassian), and subsequently backed up through Revyz.	U.S.	Revyz processing details
Movate, Inc 5600 Tennyson Parkway, Suite 255, Plano, TX 75024, U.S. privacy.officer@movate.com	All	Activity: Movate provides first-line technical support supplying trained support staff who answer initial support calls and tickets around the clock. Scope: Its support teams have access to tickets in Salesforce, including any log data customers submit within those tickets.	U.S./India	N/A
AuroValor 52/1, 5th Floor, Ranoji Rao Road, Basavanagudi, Bengaluru, Karnataka 560004, India contact@aurovalor.com	All	Activity: AuroValor provides additional first-line technical support staffing to ensure 24/7 coverage of support calls and tickets. Scope: Its support teams have access to tickets in Salesforce, including any log data customers submit within those tickets. This may also require an administrator's contact name and email address.	India	N/A

Gainsight, Inc 350 Bay Street, Suite 100, San Francisco, CA 94133, U.S. privacy@gainsight.com	All	Activity: Gainsight supports customer success operations. The tool Netskope's customer success managers use to track customer onboarding, health, and renewals. Scope: A service offered to customers to enhance the admin user experience.	U.S.	gainsight.com/policy/sub-processors
Sentry 45 Fremont St, 8th Floor, San Francisco, CA 94105, U.S. compliance@sentry.io	All	Activity: Sentry processes crash dumps created within Netskope's infrastructure and services automatically collecting error reports when software crashes so faults can be fixed quickly. Scope: It handles the processing of minidumps used for engineering support escalation and remediation.	U.S.	sentry.io/legal/subprocessors
SearchUnify 340 E Middlefield Rd, Mountain View, CA 94043, U.S. privacy@searchunify.com	All	Activity: SearchUnify reviews customer cases for quality assurance providing a search tool that helps support agents find past solutions relevant to a ticket, so issues are resolved faster. Scope: It processes support case content to maintain a relevant knowledge repository accessible only to authorised support agents.	U.S.	N/A