

List of Data Center Location(s) and Subprocessors

Zuora, Inc. (“Zuora”) engages various subprocessors to provide its services. A subprocessor is a third-party data processor engaged by Zuora, including Zuora affiliates, who have or potentially will have the ability to process personal data based on your Zuora services. Zuora will update this exhibit from time to time using Normal Communication Channels and as otherwise set forth in the MSA or DPA.

A. Entity engaged in the storage/hosting of Customer’s Tenant.

Entity Name	Data Center Location(s)	Registered Address/ Contact information	Description of Data Processing Services Transfer Safeguards in case of Restricted Transfers
Amazon Web Services (AWS)	<p>Zuora Germany Japan United States (depending on services provided)</p> <p>Zephr Australia Brazil Canada Germany Ireland Italy Japan New Zealand Singapore United Kingdom United States (depending on services provided)</p>	<p>Amazon.com, Inc. 2021 Seventh Ave Seattle, Washington 98121 United States privacy@amazon.com</p>	<p>AWS provides secure cloud infrastructure for the storage and security of customer tenant (which includes personal data collected by customers while using Zuora and Zephr services). Data is transferred continuously.</p> <p>Standard Contractual Clauses</p>

B. Third Party Subprocessors engaged in the Processing of Customer Personal Data for non-storage/hosting purposes.

Subprocessor	Processing Location	Registered Address/ Contact information	Description of Data Processing Services Transfer Safeguards in case of Restricted Transfers
Atlassian Pty Ltd	<p>Zuora United States</p> <p>Zephr Australia Germany Ireland Singapore United States (depending on origin of access)</p>	<p>Atlassian Pty Ltd c/o Atlassian, Inc. 350 Bush Street, Floor 13 San Francisco, CA 94104 privacy@atlassian.com</p>	<p>Zuora and Zephr use the Jira customer support/ticketing services platform when providing support to Customers. Jira may be used to process certain customer-defined personal data in connection with such requests.</p> <p>Standard Contractual Clauses</p>
Boomi, LP	United States	<p>Boomi, LP 1400 Liberty Ridge Drive, Chesterbrook, PA 19087 United States privacy@boomi.com</p>	<p>Boomi is an integration solution for Zuora's customers within the Zuora Billing Netsuite Connector, which provides seamless data exchange between Zuora and Netsuite. Boomi may process essential billing and financial information, such as customer names, addresses, payment details, and transaction history, as defined by the customer. Data is transferred on a schedule defined by the customer.</p> <p>Standard Contractual Clauses</p>

Subprocessor	Processing Location	Registered Address/ Contact information	Description of Data Processing Services Transfer Safeguards in case of Restricted Transfers
Google Inc.	The Netherlands United States United Kingdom	<p>Google Netherlands Holdings BV Claude Debussylaan 34 1082 MD, Amsterdam Netherlands</p> <p>Google Inc. 1600 Ampitheater Pkwy Mountain View, CA 94043 United States</p> <p>GOOGLE UK LIMITED Belgrave House, 76 Buckingham Palace Road, London, SW1W 9TQ United Kingdom</p> <p>https://support.google.com/cloud/contact/dpo</p>	<p>Zuora uses Google Cloud Platform (GCP) to offer the Secure Data Sharing for Snowflake feature to customers whose Snowflake account is hosted on GCP in the same customer-defined location. Data is transferred continuously.</p> <p>Standard Contractual Clauses</p>
Microsoft Corporation	United States or Germany	<p>Microsoft Corporation One Microsoft Way Redmond, WA 98052 United States</p> <p>Konrad-Zuse-Str.1 85716 Unterschleißheim Germany</p> <p>dpoffice@microsoft.com</p>	<p>Zuora uses Microsoft's Power BI tools as part of Zuora Revenue Analytics to enable customers to create interactive visualizations and dashboards from their aggregated tenant data. Customers that use Zuora's Secure Data Sharing feature and whose Snowflake Account is on Azure will also use Microsoft. Data is transferred continuously.</p> <p>Standard Contractual Clauses</p>
Qualtrics, LLC	Canada	<p>Qualtrics, LLC 333 W. River Park Drive Provo, UT 84604 United States</p> <p>privacy@qualtrics.com</p>	<p>If a Customer chooses to provide feedback to Zuora using the feedback drawer within the application, Qualtrics sends Zuora's product team a record of the feedback, along with the user's Zuora user ID, the email address on their Zuora user profile, and the application page where the feedback was submitted. Data is transferred only in connection with customer feedback submission.</p> <p>Standard Contractual Clauses</p>
Snowflake, Inc.	United States or Germany	<p>Snowflake, Inc. 106 East Babcock St, Ste 3A Bozeman, Montana 59715 United States</p> <p>Leipziger Platz 18, 10117 Berlin, Germany</p> <p>privacy@snowflake.com</p>	<p>Snowflake provides Zuora Revenue with a cloud-based data analytics service that enables Customers to aggregate their tenant data so that the data can be made available for analytical analysis and reports using Microsoft Power BI tools. Snowflake is only used for customers who have enabled Zuora Secure Data Sharing for Snowflake, Zuora Revenue Analytics or Zuora Warehouse. Data is transferred continuously.</p> <p>Standard Contractual Clauses</p>
Twilio Inc	United States or Ireland	<p>Twilio Inc 101 Spear Street, Fifth Floor, San Francisco, CA 94105 United States</p> <p>privacy@twilio.com</p>	<p>Zuora uses Twilio for two-factor authentication via SMS, when this feature is enabled by the Customer. Data is transferred when feature is in use.</p> <p>Standard Contractual Clauses</p>
USERPILOT, INC.	United States	<p>USERPILOT, INC. 1887 Whitney Mesa Dr, Henderson, NV 89014 United States</p>	<p>As a Customer uses Zuora Billing, Userpilot records the Customer's Zuora user ID and information from their Zuora user profile, including business email address and name. Userpilot also records information about the user's location in the application and details about the user's browser. Data is</p>

Subprocessor	Processing Location	Registered Address/ Contact information	Description of Data Processing Services Transfer Safeguards in case of Restricted Transfers
		security@userpilot.co	transferred continuously as the user interacts with the application. Data is processed for the purpose of offering in-context assistance and announcements to users based on their individual usage of the application. Standard Contractual Clauses
ZenDesk, Inc.	United States	ZenDesk, Inc. 989 Market Street San Francisco, CA 94103 United States privacy@zendesk.com	ZenDesk operates a cloud-based customer support/ticketing services platform that Zuora and Zephr use as an online helpdesk ticketing service when providing support to Customers. Zuora also uses ZenDesk's cloud-based live chat platform, self-service options and customer-support features when providing support for its Services. Standard Contractual Clauses

C. Zuora Affiliate Subprocessors

Name of Sub-Processor	Processing Location	Registered Address/ Contact information	Description of Data Processing Services Transfer Safeguards in case of Restricted Transfers
Leeyo Software Inc.	United States	101 Redwood Shores Pkwy Redwood City CA 94065 USA Attn: privacy@zuora.com	<p>Zuora and Zephr may use these affiliates to provide the following Services-related support:</p> <ul style="list-style-type: none"> • Help Desk coverage • Engineering/Product Development • Support for technical operations related to the Services • Security <p>Zuora has executed Standard Contractual Clauses with each of its affiliates.</p>
Zephr UK Limited	United Kingdom	2nd Floor, Regis House, 45 King William Street, London, United Kingdom, EC4R 9AN Attn: privacy@zuora.com	
Zephr US Inc.	United States	Capitol Services, Inc. 108 Lakeland Ave. Dover DE 19901 Attn: privacy@zuora.com	
Zuora Australia Pty Limited	Australia	104 Suite 13, Level 13 333-339 George Street Sydney NSW 2000 Australia Attn: privacy@zuora.com	
Zuora Bulgaria EOOD	Bulgaria	Oborishte region, 5, Stara Planina str., 5th floor Bulgaria, Sofia City Attn: privacy@zuora.com	
Zuora Austria	Austria	BDO Austria GmbH QBC 4 Am Belvedere 4 Eingang Karl-Popper- Straße 4 1100 Wien, Austria Attn: privacy@zuora.com	
Zuora Costa Rica Sociedad de Responsabilidad Limitada	Costa Rica	San José, Central Mata Redonda Avenida las Américas Torre Leumi piso nueve Attn: privacy@zuora.com	
Zuora Germany GmbH	Germany	Oskar-von-Miller Ring 20 Munich, 80333 Germany Attn: privacy@zuora.com	
Zuora Germany GmbH, München, Zweigni ederlassung Zürich	Switzerland	Ernst-Nobs-Platz 1 8004 Zurich, 2 OG. Switzerland Attn: privacy@zuora.com	
Zuora India Private Limited	India	MPL SILICON TOWERS 9th Fl No. 23/1, B-1, Tambaram Velachery Main Rd	

		Chennai, Tamil Nadu 600100 India Attn: privacy@zuora.com
Zuora Italia S.r.l	Italy	Spaces Isola Via Pola 11 Milan, 20124 Italy Attn: privacy@zuora.com
Zuora Japan KK	Japan	6-5, 1 Chome Marunouchi, Chiyoda City, Tokyo Japan Attn: privacy@zuora.com
Zuora Services LLC	United States	101 Redwood Shores Pkwy Redwood City CA 94065 USA Attn: privacy@zuora.com
Zuora Services LLC (France) (Branch Office)	France	5, rue des Italiens 75009 Paris France Attn: privacy@zuora.com
Zuora Singapore, Pte. Ltd	Singapore	2 Shenton Way #18-01 SGX Centre Singapore 068804 Attn: privacy@zuora.com
Zuora Sweden AB	Sweden	United Spaces Waterfront Building Klarabergs viadukten 63SE-101 23 Stockholm, Sweden Attn: privacy@zuora.com
Zuora UK Limited	United Kingdom	1 Dean Street London W1D 3RB UK Attn: privacy@zuora.com

Updates

Notification Date: September 1, 2021 - added Microsoft, Snowflake and Zendesk.

Notification Date: September 22, 2021 - added new location for Microsoft and Snowflake

Notification Date: September 30, 2022 - added Zuora Austria GmbH, Zuora Costa Rica Sociedad de Responsabilidad Limitada, Zephyr US Inc. as Zuora Affiliates.

Notification Date: September 13, 2023 - added Qualtrics and removed Akamai

Notification Date: March 15, 2024 - added Zuora EOOD, Bulgaria, as Zuora Affiliate; removed Beijing Zu Ru Technology Limited Company as Zuora Affiliate, which will no longer process personal data; added more detailed description of processing activities of each Subprocessor; added Japan to list of Zuora AWS locations; changed location of processing for Qualtics from US to Canada; added Twilio and Userpilot as Subprocessors; added third party Subprocessors of Zephr to unify Zuora and Zephr subprocessor lists.

Notification Date: May 13, 2024 - added Google Cloud Platform; added Singapore data center to Zephr AWS locations