ZUORA

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)	**Zuora** Germany Japan United States (depending on services provided) **Zephr** Australia Brazil Canada Germany Ireland Italy Japan New Zealand Singapore United Kingdom United States (depending on services provided)	Amazon.com, Inc. 2021 Seventh Ave Seattle, Washington 98121 United States privacy@amazon.com	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. AWS Bedrock powers the Zuora AI Features, which may process personal data defined by the customer within AWS when enabled. Standard Contractual Clauses

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	**Zuora** United States **Zephr** Australia Germany Ireland Singapore United States (depending on origin of access)	Atlassian Pty Ltd c/o Atlassian, Inc. 350 Bush Street, Floor 13 San Francisco, CA 94104 privacy@atlassian.com	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. Standard Contractual Clauses
Boomi, LP	United States	Boomi, LP 1400 Liberty Ridge Drive, Chesterbrook, PA 19087 United States privacy@boomi.com	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. Standard Contractual Clauses

Subprocessor	Processing Location	Registered Address/ Contact information	Description of Data Processing Services Transfer Safeguards in case of Restricted Transfers
Cloudflare, Inc.	**Zephr** Global (depending on origin of access)	Cloudflare, Inc. 101 Townsend St, San Francisco, CA 94107 USA privacyquestions@cloudflare.com	Zephr uses the Cloudflare Content Delivery Network ("CDN") to optimize content delivery. CDNs are commonly used systems of distributed services that expedite the transmission of content. The CDN processes data at the point-of-presence closest to the location from which the end user is accessing the customer's service, regardless of the customer's location. Data is transferred in connection with end user access and use. Standard Contractual Clauses
Google Inc.	The Netherlands United States United Kingdom	Google Netherlands Holdings BV Claude Debussylaan 34 1082 MD, Amsterdam Netherlands Google Inc. 1600 Ampitheater Pkwy Mountain View, CA 94043 United States GOOGLE UK LIMITED Belgrave House, 76 Buckingham Palace Road, London, SW1W 9TQ United Kingdom https://support.google.com/cloud/contact/dpo	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. Standard Contractual Clauses
Growfin	United States, India, or Germany	Sinecycle Technologies Inc. dba Growfin Old No.06,New No.36, Suresh Nagar Main Road, Valasaravakkam, Chennai, Tamil Nadu, 600087 care@growfin.ai	Zuora uses Growfin to offer the Collections feature that processes invoice and customer contact details, invoice documents, payment and credit card details, as applicable. Data is transferred at periodic intervals. Standard Contractual Clauses
LexisNexis	Iceland, India, Netherlands United Kingdom, United States	LexisNexis Risk Solutions, Inc. Global Reach, Dunleavy Drive, Cardiff CF11 0SN, United Kingdom EU by LexisNexis Risk Solutions (Europe) Limited, Riverside One, Sir John Rogerson's Quay, Dublin 2, D02 X576, Ireland. Attn: Data Protection Officer https://risk.lexisnexis.com/corporate/processing-notices/threatmetrix#contact	LexisNexis ThreatMetrix provides the digital identity and risk intelligence that supports Zuora Fraud Protection, an add-on to Zuora Payments. ThreatMetrix evaluates event-level metadata and behavioral signals associated with payment and account activity to help assess fraud risk in real time. Data is shared on a per-event basis when fraud screening is triggered. Standard Contractual Clauses
Microsoft Corporation	United States or Germany	Microsoft Corporation One Microsoft Way Redmond, WA 98052 United States Konrad-Zuse-Str.1 85716 Unterschleißheim Germany dpoffice@microsoft.com	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. Standard Contractual Clauses
Qualtrics, LLC	Canada	Qualtrics, LLC 333 W. River Park Drive Provo, UT 84604 United States	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

Subprocessor	Processing Location	Registered Address/ Contact information	Description of Data Processing Services Transfer Safeguards in case of Restricted Transfers
		privacy@qualtrics.com	profile, and the application page where the feedback was submitted. Data is transferred only in connection with customer feedback submission. Standard Contractual Clauses
Redocly Inc.	United States	Redocly Inc. 63 Pascal Ln. Austin, TX 78746 United States team@redocly.com	Redocly hosts Zuora's Developer Center, providing an optional "Try It" console that enables customers to test APIs against their sandbox environments. Customers may use APIs to process personal information, including credit card or payment information. Any processing of personal data in this context is discretionary and as designed by the Customer. Standard Contractual Clauses
Snowflake, Inc.	United States or Germany	Snowflake, Inc. 106 East Babcock St, Ste 3A Bozeman, Montana 59715 United States Leipziger Platz 18, 10117 Berlin, Germany privacy@snowflake.com	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. Standard Contractual Clauses
Stripe, LLC	United States or Ireland	Stripe, LLC 354 Oyster Point Boulevard South San Francisco, California, 94080, USA Stripe Technology Company Limited One Wilton Park, Wilton Place, Dublin 2, D02 FX04, Ireland privacy@stripe.com	Zuora uses Stripe Financial Connections to support the Bank Account Verification feature. Stripe Financial Connections enables retrieval of bank account and balance information to perform account verification and balance refresh. Data is processed and transferred as part of the verification workflow initiated by the end user. Standard Contractual Clauses
Twilio Inc	United States or Ireland	Twilio Inc 101 Spear Street, Fifth Floor, San Francisco, CA 94105 United States privacy@twilio.com	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. Standard Contractual Clauses
USERPILOT, INC.	United States	USERPILOT, INC. 1887 Whitney Mesa Dr, Henderson, NV 89014 United States security@userpilot.co	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 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
Vertex, Inc.	Austria; Germany; Ireland; Switzerland UK; United States	Vertex, Inc. 2301 Renaissance Blvd. King of Prussia, PA 19406 USA support@vertex.com	Zuora E-Invoicing, a feature that can be activated in Zuora Billing, uses Vertex to transform payload data for customer/vendor billing, transaction, and party details into jurisdiction mandated schemas (such as Peppol BIS, XML, or JSON). Vertex manages cryptographic digital signing, direct clearance with local tax portals, and cross-border continuous transaction control compliance. Data is transferred continuously.

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			Standard Contractual Clauses
Yuno Tecnologías, S.A.P.I. de C.V.	United States; India	Yuno, Tecnologias S.A.P.I. de C.V. Cráter 38, Jardines del Pedregal, Alvaro Obregón, Mexico City, CP 01900 Mexico dpo@y.uno.	Yuno powers the payment processing functions for Zuora customers. Yuno processes payment method collection information, as well as submission and account information to manage Payments processing and to route payments transactions to the Customer's chosen gateways and fraud providers. Data is transferred continuously. 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
Zuora Australia Pty Limited	Australia	104 Suite 13, Level 13 333-339 George Street Sydney NSW 2000 Australia Attn: privacy@zuora.com	Zuora and Zephr may use these affiliates to provide the following Services-related support: • Help Desk coverage • Engineering/Product Development • Support for technical operations related to the Services • Security Zuora has executed Standard Contractual Clauses with each of its affiliates.
Zuora Bulgaria EOOD	Bulgaria	Oborishte region, 5, Stara Planina str., 5th floor Bulgaria, Sofia City 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	9th Floor, Tower B World Trade Centre Rajiv Gandhi Salai Perungudi, Chennai Tamil Nadu 600096 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; France (Branch Office)	1001 E. Hillsdale Blvd, Ste 500 Foster City, CA 94404 USA 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 Responsibilidad Limitada, Zephr 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 Qualtrics 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.

Notification Date: October 22, 2024 - added Cloudflare as Zephr CDN provider; removed Zuora Austria GmbH affiliate from Zuora Affiliates list.

Notification Date: June 24, 2025 - added Growfin and Redocly as subprocessors; removed Zephr UK Limited, Zephr US Inc.

Notification Date: August 8, 2025 - Updated Zuora Affiliates list.

Notification Date: January 27, 2026 - Added LexisNexis as subprocessor.

Notification Date: April 28, 2026 - Added processing description of Zuora AI Features enabled in Bedrock to AWS entry; added Germany to Growfin processing locations; updated Zuora Affiliates list and addresses; added Stripe as subprocessor.

Notification Date: June 10, 2026 - Added Yuno as subprocessor.

Notification Date: November 12, 2026 - Added Vertex as subprocessor.