



Internal | SAP Customers

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SAP LeanIX Enterprise Architecture Management (EAM)

List of Subprocessors

THE BEST RUN



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THIRD PARTY PROVIDERS & SAP AFFILIATED SUBPROCESSORS

General. The following list which will be updated when required provides an overview of SAP's subprocessors providing data processing relevant services on behalf of SAP to its customers. A subprocessor is any further SAP affiliate, or third party involved by SAP (being the contractual party of the customer agreement) that processes personal data (as defined in applicable data protection laws) on behalf of SAP and its customers or may have access to systems containing personal data. Depending on the concerned SAP product, service or technology an individual subprocessor list is available as download.

New subprocessors. New subprocessors are marked with "X" in the column "Status New". By posting updated subprocessor lists SAP informs the customer about a new subprocessor before such subprocessor goes into operation.

EU Access. In cases where a subprocessor provides also EU Access enabled services (for details, please refer to respective Cloud Order Form and the Personal Data Processing Agreement referenced therein, you have entered into with SAP) the respective subprocessor is marked with "X" in the in the column "EU Access". Where the subprocessor list contains non-European subprocessors marked with "X" in the column "EU Access", these subprocessors only process or access personal data with resources located in the EEA or Switzerland.

Please also note the following:

- All subprocessors will adhere to the laws applicable to them and their operations, including applicable EU data protection laws; and
- Where SAP uses Amazon Web Services (AWS) as a subprocessor for EU Access enabled cloud services, AWS reserves the right to use and analyze metadata in IP packet header information (including IP addresses that can be personal data) from outside the European Economic Area and Switzerland. Apart from use for telecommunication services between data centers, use of these metadata is restricted to the following purposes: for network security, issue resolution, and in aggregated form also to evaluate telecommunication volumes for capacity planning and infrastructure optimization. This usage, however, does not apply to the actual customer personal data in the sent data packets.

Services by Third Party Providers

Subprocessor Name	Subprocessor Address	Subprocessor Role	Status New	EU Access
Microsoft Ireland Operations, Ltd.	One Microsoft Place South County Business Park Leopardstown Dublin 18, D18 P521, Ireland	Hosting of LeanIX application and database (including backup). Microsoft Azure OpenAI service is used for the optional generative AI features and accessed via SAP Business Technology Platform.		
Mailjet SAS	13-13 bis, rue de l'Aubrac 75012 Paris, France	SMTP Relay Service, sending of e-mails (outbound only), e.g. in invitation process		
ServiceNow Nederland B.V.	Nieuw Amsterdam, Hoekenrode 3, 1102 BR Amsterdam, the Netherlands	Subprocessor is providing ticketing system for user support.		

Subprocessor Name	Subprocessor Address	Subprocessor Role	Status New	EU Access
Gainsight Inc	350 Bay St #100, CA 94133, San Francisco, United States	Subprocessor is providing ticketing system and support in customer success management.		
Tech Mahindra Ltd.	Plot No. 6, LGF + 6th floor, Tech Boulevard, Sec-127, Noida201301, India	Subprocessor is providing first level user support.		
Shiny Planes, Inc. (LaunchNotes)	440 N BARRANCA AVE #3304 Covina CA 91723 United States	Subprocessor is providing product communications (release announcements, etc.)		
Pendo.io, Inc	301 Hillsborough Street, Suite 1900, Raleigh, NC 27603-4274, USA	Subprocessor for product analytics within LeanIX applications. Purpose: product usage analysis, feature adoption tracking, and user journey analytics.	[X]	

Services by SAP Affiliates

Subprocessor Name	Subprocessor Address	Subprocessor Role	Status New	EU Access
SAP SE	Dietmar-Hopp-Allee 16 69190 Walldorf Germany	Subprocessor is providing user support, maintenance and development.		
SAP America, Inc.	3999 West Chester Pike Newtown Square PA 19073, USA	Subprocessor is providing user support, maintenance and development.		
SAP, d.o.o.	Dunajska cesta 165 1000 Ljubljana Slovenia	Subprocessor is providing user support, maintenance and development.		
SAP Australia Pty Ltd	Level 13, 1 Denison Street North Sydney, NSW 2060 Australia	Subprocessor is providing user support, maintenance and development.		
SAP France S.A.	35 rue d'Alsace 92300 Levallois-Perret, France	Subprocessor is providing user support, maintenance and development.		
SAP Nederland B.V.	Amerikastraat 10, 5232 BE, 's-Hertogenbosch, Netherlands	Subprocessor is providing user support, maintenance and development.		
SAP (UK) Limited	Clockhouse Place Bedfont Road Feltham Middlesex TW14 8HD, United Kingdom	Subprocessor is providing user support, maintenance and development.		
SAP ASIA Pte Ltd	30 Pasir Panjang Road #03-32 Mapletree Business City Singapore 117440	Subprocessor is providing user support, maintenance and development.		
SAP México S.A. de C.V.	Paseo de la Reforma 509 - Piso 20, Col. Cuauhtémoc, Alcaldía Cuauhtémoc C.P. 06500 Ciudad de México	Subprocessor is providing user support, maintenance and development.		
SAP Brasil Ltda.	Av. das Nações Unidas, nº 14.171 - Marble Tower - 7º andar Vila Almeida - São Paulo	Subprocessor is providing user support, maintenance and development.		

INCLUDED SAP PRODUCTS, SERVICES AND TECHNOLOGIES

General. The following list which will be updated when required provides an overview of SAP products and services which are included into SAP LeanIX Enterprise Architecture Management. For each these SAP products and services an individual subprocessor list is published at <https://support.sap.com/en/my-support/trust-center/subprocessors.html>.

New SAP product, service or technology. Newly included SAP products, services and technologies are marked with "X" in the column "Status New".

SAP Products and Services Included into SAP LeanIX Enterprise Architecture Management

Title	Status New
Walk-Me https://support.sap.com/en/my-support/trust-center/subprocessors.html?anchorId=4b14d494564649631a268dbcc4ff3ec8&isu_page=1	
Built-In Support https://support.sap.com/en/my-support/trust-center/subprocessors.html?anchorId=4b14d494564649631a268dbcc4ff3ec8&isu_page=1	