ServiceNow Sub-Processors
1. Sub-Processors for the General ServiceNow Subscription Service

The following ServiceNow affiliates are appointed as sub-processors for the provision of the general Subscription Service:

- ServiceNow, Inc. (USA)
- ServiceNow Nederland B.V. (the Netherlands)
- ServiceNow Australia Pty Ltd (Australia)
- ServiceNow Software Development India Private Limited (India)
- ServiceNow UK Ltd. (United Kingdom)
- ServiceNow Ireland Limited (Ireland)
- ServiceNow Japan G.K. (Japan)
- ServiceNow Poland sp.z.o.o (Poland)
- ServiceNow Spain SL (Spain)
- ServiceNow Sweden AB (Sweden)
- Service-Now.com GmbH (Germany)
- ServiceNow GmbH (Austria)
- ServiceNow Belgium BV (Belgium)
- ServiceNow Denmark ApS (Denmark)
- ServiceNow Finland Oy (Finland)
- ServiceNow France SAS (France)
- ServiceNow Italy S.r.l (Italy)
- ServiceNow Norway AS (Norway)
- ServiceNow Switzerland GmbH (Switzerland)
- Service Now A.B Israel 2012 Ltd. (Israel)
- ServiceNow Canada Inc. (Canada)
2. Sub-Processors for ServiceNow Regulated Markets Offerings

1) ServiceNow Singapore Regulated Market
   - ServiceNow, Inc. (USA)
   - ServiceNow Nederland B.V. (the Netherlands)
   - ServiceNow Australia Pty Ltd (Australia)
   - ServiceNow Software Development India Private Limited (India)
   - ServiceNow UK Ltd. (United Kingdom)
   - ServiceNow Ireland Limited (Ireland)
   - ServiceNow Japan G.K. (Japan)
   - Microsoft Corporation (and any further sub-processors appointed by Microsoft Corporation)

2) ServiceNow Protected Platform Australia (SPP-AU)
   - ServiceNow, Inc. (USA)
   - ServiceNow Nederland B.V. (the Netherlands)
   - ServiceNow Australia Pty Ltd (Australia)
   - ServiceNow Software Development India Private Limited (India)
   - ServiceNow UK Ltd. (United Kingdom)
   - ServiceNow Ireland Limited (Ireland)
   - ServiceNow Japan G.K. (Japan)
   - Microsoft Corporation (and any further sub-processors appointed by Microsoft Corporation)

3) ServiceNow Government Community Cloud (GCC)
   - None

4) ServiceNow National Security Cloud (NSC)
   - Microsoft Corporation (and any further sub-processors appointed by Microsoft Corporation)
3. Sub-Processors for Other Services

For certain services or products, we may engage other sub-processors beyond the sub-processors listed above. These additional sub-processors are as set out in the table below.

<table>
<thead>
<tr>
<th>Additional ServiceNow Service</th>
<th>Sub-Processors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Messaging Service</td>
<td>• Twilio (and further sub-processors appointed by Twilio)</td>
</tr>
</tbody>
</table>
| ServiceNow Cloud Observability Service (formerly Lightstep) | • Amazon Web Services, Inc.  
• Amplitude, Inc.  
• Engagio, Inc.  
• FullStory, Inc.  
• Google LLC  
• Intercom R&D Unlimited Company  
• Marketo, Inc.  
• Salesforce.com, Inc.  
• Stitch, Inc.  
• Twilio, Inc. (including Segment.io, Inc. and SendGrid, Inc.)  
• Zapier, Inc.  
• We also engage the sub-processors listed above in Section 1 |
| Sweagle                       | • Google LLC  
• Google Commerce Limited  
• Google Ireland Limited  
• Google Asia Pacific Pte. Ltd.  
• MongoDB, Inc.  
• MongoDB Limited  
• Aiven Ltd  
• Any further sub-processors appointed by such cloud service providers  
• ServiceNow Inc.  
• ServiceNow Nederland B.V.  
• ServiceNow Australia Pty Ltd  
• ServiceNow Software Development India Private Limited  
• ServiceNow UK Ltd  
• ServiceNow Ireland Limited |
<table>
<thead>
<tr>
<th>Product</th>
<th>Sub-processors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Azure Commercial – US</td>
<td>- ServiceNow Japan G.K.</td>
</tr>
<tr>
<td></td>
<td>- Microsoft Corporation (and any further sub-processors appointed by Microsoft)</td>
</tr>
<tr>
<td></td>
<td>- We also engage the sub-processors listed above in Section 1</td>
</tr>
<tr>
<td>Advanced AI and Data Products</td>
<td>- Microsoft Corporation (and any further sub-processors appointed by Microsoft)</td>
</tr>
<tr>
<td></td>
<td>- We also engage the sub-processors listed above in Section 1</td>
</tr>
</tbody>
</table>