Subprocessor Overview

QAD uses certain sub-processors in the provision of Cloud Services to its customers. This sub-processor overview provides the names of these sub-processors and an indication on when each sub-processor is used. The last paragraph of this overview provides some examples of how this information should be used.

The sub-processors fall into three categories:

1. Hosting providers
2. Third-party Providers of specific services
3. Support partners

Of course, the various entities that form part of the QAD group are also involved in the provision of services.

Each party used by QAD is bound by a contract that covers items such as confidentiality, personal data protection, compliance with laws, etc. The data centers all maintain certifications at least the level of the certifications QAD is contractually obligated to maintain (see the Program Document and the Trust Center for a list of certifications).

Hosting Providers

The hosting provider that is used by QAD depends on the type of service (e.g. ERP Cloud Services, DSCP, GTTE, SRM, etc.) and the location of the hosting. Please note that hosting providers provide the physical means that enable QAD to provide the cloud services (i.e. the infrastructure, such as data centers, servers,etc.). They are not involved in the actual setup or maintenance of customer environments and do not have access to customer data.

QAD uses the following hosting providers:

- New customers or customers upgrading to the latest version of QAD cloud services will be hosted on AWS (unless an exception is stated below), with locations in either the USA or the EU, depending on the customer's wishes.
- Legacy customers of QAD cloud ERP and other QAD cloud services in the Americas are hosted by Flexential located in the USA.
- Legacy customers of QAD cloud ERP and other QAD cloud services in Asiapac and EMEA are hosted by IBM:
  - Asiapac locations: Australia and Singapore
  - EMEA locations: France and the Netherlands
- Customers that have contracted specifically for Cloud ERP hosting in China are hosted by Alibaba Cloud located in China.

- Digital Commerce services (WebJaguar): new customers are hosted by IBM, legacy customers by Rackspace US, Inc., both located in the USA.
- Foreign-Trade Zones (FTZ) services: CC Property Investments (aka Phoenix Nap) and Switch, LLC., both located in the USA.
- Supplier Relationship Management (SRM) will migrate to AWS in August 2023. Current hosting is with InternetX. In both cases the hosting location is Germany.

Third-party Providers of Specific Services

These sub-processors are only used in situations where the specific Cloud Service provided by these suppliers has been purchased. You can review your Order Document(s) to confirm if a certain Cloud Service has been purchased.

- Boomi is provided by Boomi, Inc. located in the USA. Please note that the Boomi service only transmits data (pass through); no data is stored in Boomi environments.
- Cloud EDI is provided by Data Interchange PLC based in the United Kingdom.
- Address Validation is provided by Loqate located in the USA.
- LTL (Less-Than-Truckload) may in certain configurations use services provided by SMC3 located in the USA (SMC3 is used when rates are not defined directly in the solution).
- DPL (Denied Party Lists) may use Google Cloud Translation to translate addresses into the Latin alphabet to allow screening against DPLs (i.e. only used for addresses that are not in the Latin alphabet).
- eDocument Compliance is provided by Sovos Compliance B.V. located in the Netherlands.
- EFM (Electronic File Management) uses Google Cloud Storage to store electronic documents (used by Imports to store shipment and broker documents).

Support Partners

QAD uses support partners to deal with certain support matters. Depending on the type of support call, a support partner may or may not act as a sub-processor. In case of a technical support issue, a support partner will not come into contact with customer personal data. However, if a support call requires review of customer data (e.g. a database issue), a support partner may come into contact with customer data and, therefore, act as a sub-processor in the context of that support call. QAD uses the following support partners:

- PT Intelegensia Mustaka Indonesia, located in Indonesia. PT IMI provides application support services to Indonesian customers and assists QAD global application support as part of an overflow support program.
- Tech Mahindra, global locations. Tech Mahindra assists QAD global application support as part of an overflow support program.
- Vockan, located in Brazil. Vockan provides application support services to Brazilian customers and assists QAD global application support as part of an overflow support program.

Additionally, eNoah iSolutions, located in India and the USA, provides general assistance in maintaining the cloud infrastructure.

How to use this Information

The cloud services ordered by each customer are specified in one or more Order Documents. An Order Document provides an overview of the purchased services. With the Order Document(s) in hand, the sub-processors used by QAD can be derived from the above information. For instance:

- If you are a new QAD ERP customer located in the USA and you have purchased the QAD DSCP and SRM services, you will be hosted by AWS (ERP and DSCP in the USA, SRM in Germany). Support is provided by QAD group companies and overflow support may be provided by one of the support partners.
- If you are an EMEA based legacy customer using QAD cloud ERP and Cloud EDI, your data will be hosted by IBM in France and the Netherlands, and your EDI messages will pass through the Data Interchange infrastructure. Support is provided by QAD group companies and overflow support may be provided by one of the support partners.