UKG Subprocessors

February 26th, 2024

Overview

This dynamic list, which is available at UKG.com, identifies the authorized UKG subprocessors entrusted with processing personal data for our UKG enterprise management cloud applications. Each UKG subprocessor operates under robust contractual obligations for data protection, having executed comprehensive data processing agreements that incorporate effective data transfer mechanisms. The security measures employed by these subprocessors have undergone thorough evaluations conducted by UKG's Third Party Risk Management Team for data security and compliance, including for certain subprocessors compliance with the EBA Guidelines.

All UKG affiliates that may access personal data of UKG Customers are bound by UKG Inter-Company Data Transfer Agreement which incorporates appropriate data transfer mechanisms. The following UKG affiliates may access to our Customers' personal data for the purpose of providing support, maintenance and cloud monitoring of UKG enterprise cloud applications.

This list also identifies Hosting Providers used by UKG. Even for those Hosting Providers that do not have access to Customers Data, the security measures employed by these subprocessors have undergone thorough evaluations conducted by UKG's Third Party Risk Management Team for data security and compliance, including for certain subprocessors compliance with the EBA Guidelines. The hosting location of customer data is contingent upon the region where an order is placed and the specific product involved. Please refer to the table below for details on the designated hosting region based on these factors.

Please refer to our ESG Program – Privacy and Data Protection page to learn more about UKG's commitment to privacy.

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Please reach out to Privacy@UKG.com for information about UKG Subprocessors.

UKG Pro Pay and People Center

Third-Party Subprocessors

Third-Party Subprocessor	Data Processing location	Role in Delivery of Services	Personal Data Processed
Amazon Web Services Inc	US	Email Notifications	Emails sent from the Services, including Personal Data
CSG Systems Inc	US	Print Services	Documents
Google LLC	US and Canada	GCP Architecture, Google Translate, Email/File Storage	Service Data including Personal Data related to the provision of the Services
MailGun technologies Inc	US	Email Notifications	Identification & Contact Information, and Email Content
MasterTax LLC	US	Tax Filling - UKG Pro Payment Services	Data entered into the services for the purpose of tax filling. U.S. services only.
PlanSource Benefits Administration Inc	US	UKGPro benefits prime	Data entered into advanced benefits administration solution
Schoox Inc	US	Learning Management System	All data applicable to the services
Twilio/SendGrid Inc	US	Email Service Delivery	SMS Phone Number and Message
Amazon Web Services Inc	US	Email Notifications	Emails sent from the Services, including Personal Data

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UKG Affiliate Subprocessors

UKG Affiliate Subprocessor	Data Processing Location	Role in Delivery of Services	Personal Data Processed
Kronos Australia Pty Limited	Australia New Zealand US	Provisioning of Services, Security Monitoring, Support	All data applicable to the services
Kronos B.V. Belgium	Belgium	Provisioning of Services, Security Monitoring, Support	All data applicable to the services
Kronos Brazil Ltda	Brazil	Provisioning of Services, Security Monitoring, Support	All data applicable to the services
Kronos SaaShr, Inc	US	Provisioning of Services, Security Monitoring, Support	All data applicable to the services
Kronos System B.V. Netherlands	Netherlands	Provisioning of Services, Security Monitoring, Support	All data applicable to the services
Kronos Systems Singapore Pte Ltd	Singapore	Provisioning of Services, Security Monitoring, Support	All data applicable to the services
Smart Human Logistics S.L.	Spain	Provisioning of Services, Security Monitoring, Support	All data applicable to the services
Kronos Australia Pty Limited	Australia New Zealand US	Provisioning of Services, Security Monitoring, Support	All data applicable to the services
Kronos B.V. Belgium	Belgium	Provisioning of Services, Security Monitoring, Support	All data applicable to the services

UKG Pro Workforce Management

Third Party Subprocessors

Third-Party Subprocessor	Data Processing location	Role in Delivery of Services	Personal Data Processed
Amazon Web Services Inc	US	Email Notifications	Emails sent from the Services, including Personal Data
Boomi LP	US	Integration /ETL	Account credentials contain names and e-mail addresses of Customer employees involved in the integration and their Boomi privileges. During design and testing of integrations, Customer Data will be transmitted through the Boomi web UI but will not be stored in Boomi data centers.
DataStax	US	Hosting Provider	No access to Personal Data
Google, Inc.	Depend upon the chosen infrastructure	Google Cloud Platform - Cloud Provider	May include all Personal Data
Okta	US	Authentication & Identity Governance	Service Data including Personal Data related to the provision of the Services
PlanSource Benefits Administration Inc	US	UKG Pro Benefits Prime	Data entered into advanced benefits administration solution
Salesforce.com, Inc	US	Customer Support Portal	Identification, contact and ticket information

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ThinkTime LLC	Depend upon the chosen infrastructure	Retail Task Scheduling & Management	Data entered into Task Management powered by ThinkTime
Twilio Inc	US	SMS Mobile Network Aggregator	No access to Personal Data

UKG Affiliate Subprocessors

UKG Affiliate Subprocessor	Data Processing Location	Role in Delivery of Services	Personal Data Processed
Kronos Australia Pty. Limited	Australia	Provisioning of Services, Security Monitoring, Support	All data applicable to the services
Kronos Brasil Ltda	Brazil	Provisioning of Services, Security Monitoring, Support	All data applicable to the services
Kronos Canadian Systems Inc	Canada	Provisioning of Services, Security Monitoring, Support	All data applicable to the services
Kronos de Mexico S.A. de C.V.	Mexico	Provisioning of Services, Security Monitoring, Support	All data applicable to the services
Kronos SaaSHR	US	Provisioning of Services, Security Monitoring, Support	All data applicable to the services
Kronos Solutions India Private Limited (Bangalore)	India	Provisioning of Services, Security Monitoring, Support	All data applicable to the services
Kronos Solutions India Private Limited (Noida)	India	Provisioning of Services, Security Monitoring, Support	All data applicable to the services
Kronos Systems Limited	UK	Provisioning of Services, Security Monitoring, Support	All data applicable to the services

Smart Human Logistics, S.L.	Spain	Provisioning of Services, Security Monitoring, Support	All data applicable to the services
UKG Inc.	US	Provisioning of Services, Security Monitoring, Support	All data applicable to the services
UKG Kronos Systems LLC	US	Provisioning of Services, Security Monitoring, Support	All data applicable to the services

UKG Ready

Third Party Subprocessors

Third-Party Subprocessor	Data Processing location	Role in Delivery of Services	Personal Data Processed
Boomi LP	US	Integration /ETL	All data applicable to the services
Google LLC	US	Google Cloud Platform	All data applicable to the services
LinkedIN	US	Talent Management	All data applicable to the services
PlanSource Benefits Administration Inc	US	UKG Pro Benefits Prime	Data entered into advanced benefits administration solution
Salesforce.com, Inc	US	Customer Support Portal	Identification, contact and ticket information
Schoox Inc.	US	Learning Management System	All data applicable to the services
Twilio Inc	US	SMS Mobile Network Aggregator	SMS phone number and message

UKG Affiliate Subprocessors

UKG Affiliate Subprocessor	Data Processing Location	Role in Delivery of Services	Personal Data Processed
Kronos Australia Pty. Limited	Australia New Zealand US	Provisioning of Services, Security Monitoring, Support	All data applicable to the services
Kronos Brasil Ltda	Brazil	Provisioning of Services, Security Monitoring, Support	All data applicable to the services

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Kronos Canadian Systems Inc	Canada	Provisioning of Services, Security Monitoring, Support	All data applicable to the services
Kronos de Mexico S.A. de C.V.	Mexico	Provisioning of Services, Security Monitoring, Support	All data applicable to the services
Kronos SaaShr, Inc	US	Provisioning of Services, Security Monitoring, Support	All data applicable to the services
Kronos Solutions India Private Limited (Noida)	India	Provisioning of Services, Security Monitoring, Support	All data applicable to the services
Kronos Systems B.V. (Belgium)	Belgium US	Provisioning of Services, Security Monitoring, Support	All data applicable to the services
Kronos Systems B.V. (Netherlands)	Netherlands EU	Provisioning of Services, Security Monitoring, Support	All data applicable to the services
Kronos Systems Limited	UK	Provisioning of Services, Security Monitoring, Support	All data applicable to the services
Kronos Systems Private Limited (Bangalore)	India	Provisioning of Services, Security Monitoring, Support	All data applicable to the services
Smart Human Logistics	Spain EU	Provisioning of Services, Security Monitoring, Support	All data applicable to the services
UKG Inc.	US	Provisioning of Services, Security Monitoring, Support	All data applicable to the services
UKG Kronos Systems LLC	US	Provisioning of Services, Security Monitoring, Support	All data applicable to the services

UKG CENTRAL

Third Party Subprocessors

Third-Party Subprocessor	Data Processing location	Role in Delivery of Services	Personal Data Processed
Akamai Technologies Inc	According to the User IP	Content Delivery Network	All data applicable to the services
Ataway		Oracle Connector	All data applicable to the services
Cloudflare	According to the User IP	Security (CDN)	All data applicable to the services
Cyxtera Technologies Inc	Canada US	Cloud Service Provider	No Access to Personal Data
Equinix GmbH	Germany	Cloud Service Provider	No Access to Personal Data
Salesforce.com, Inc	US	Customer Support Portal	Identification, contact and ticket information
Twilio Inc	US	SMS Mobile Network Aggregator	SMS phone number and message

UKG Affiliate Subprocessors

UKG Affiliate Subprocessor	Data Processing Location	Role in Delivery of Services	Personal Data Processed
Kronos Australia Pty Limited	Australia New Zealand US	Provisioning of Services, Security Monitoring, Support	All data applicable to the services

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Kronos Brasil Ltda	Brazil	Provisioning of Services, Security Monitoring, Support	All data applicable to the services
Kronos Canadian Systems Inc	Canada	Provisioning of Services, Security Monitoring, Support	All data applicable to the services
Kronos de Mexico S.A. de C.V.	Mexico	Provisioning of Services, Security Monitoring, Support	All data applicable to the services
Kronos SaaShr, Inc	US	Provisioning of Services, Security Monitoring, Support	All data applicable to the services
Kronos Solutions Private Limited (Noida)	India	Provisioning of Services, Security Monitoring, Support	All data applicable to the services
Kronos Systems B.V. (Belgium)	Belgium US	Provisioning of Services, Security Monitoring, Support	All data applicable to the services
Kronos Systems B.V. (Netherlands)	Netherlands EU	Provisioning of Services, Security Monitoring, Support	All data applicable to the services
Kronos Systems Limited	UK	Provisioning of Services, Security Monitoring, Support	All data applicable to the services
Smart Human Logistics S.L.	EU Spain	Provisioning of Services, Security Monitoring, Support	All data applicable to the services
The Ultimate Software Group of Canada	Canada US	Provisioning of Services, Security Monitoring, Support	All data applicable to the services
UKG Inc.	US	Provisioning of Services, Security Monitoring, Support	All data applicable to the services
UKG Kronos Systems LLC	US	Provisioning of Services, Security Monitoring, Support	All data applicable to the services

HRSD (INCLUDING UKG PRO PEOPLEASSIST AND UKG PRO DOCUMENT MANAGER)

US Third Party Subprocessors

Third-Party Subprocessor	Data Processing location	Role in Delivery of Services	Personal Data Processed
CloudFlare Inc	According to the user IP address	Security (CDN)	All data applicable to the services
Cyxtera Technologies Inc.	US Canada	Hosting Provider	No access to personal data
DataDog, Inc	Germany	Operations Data Platform for Log and Machine Events	Computer events about the Services and user activities, which form an audit trail
Elastic.co	US	Search function	Identification (name, surname), Contact inform
Google LLC	Germany	Optical Character Recognition (OCR)	OCR'd extracted information that may contain name, address and other employee personal information
Google LLC	Germany	Google Clould Platform	All data applicable to the services
Looker Data Sciences Inc	US	Business intelligence software and data analytics	All data applicable to the services
Mailgun Technologies Inc	US	Email notifications	Identification & Contact Information and Email content

Quality Investment Properties Metro, LLC	US	Hosting Provider	No access to personal data
RingCentral Inc	UK Netherlands France	Support Call Routing	Identification (name, surname), Contact information (phone number), voice recording
Splunk Inc	US	Security Monitoring	Log events (that may contain IP address, username, email address
Switch Inc	US	Hosting Provider	No access to personal data
Vonage (formerly Nexmo)	US	Cloud Communications Services (2- Factor authentication)	Contact information (e-mail address, phone number
Zendesk Inc	US	Support Management Tool	Identification (name, surname), Contact information (email address) and ticket content

EU Third Party Subprocessors

Third-Party Subprocessor	Data Processing location	Role in Delivery of Services	Personal Data Processed
Arago Consulting SAS	France	Integration with Successfactors®	All data applicable to the services
Ataway	Dependent Upon Chosen Infrastructure	Integration with Oracle	All data applicable to the services
AWS Web Services Inc	Ireland Dependent Upon Chosen Infrastructure	Amazon Simple Email Service (Amazon SES) - Services inbound and outbound email notifications	Identification (name, surname) and Contact information(email address) and email content

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Clap Partners	France	Integration with Successfactors®	All data applicable to the services
CloudFlare Inc	According to the user IP address	Security (CDN)	All data applicable to the services
DataDog, Inc	Germany	Operations Data Platform for Log and Machine Events	Computer events about the Services and user activities, which form an audit trail
Ecritel	France	Electronic Archiving System	All data applicable to the services
Elastic.co	Germany	Search function	Identification (name, surname), Contact inform
Google LLC	Germany	Optical Character Recognition (OCR)	OCR'd extracted information that may contain name, address and other employee personal information
Google LLC	Germany	Google Cloud Platform	All data applicable to the services
Looker Data Sciences Inc	Germany Depending Upon the Chosen Infrastructure	Business intelligence software and data analytics	All data applicable to the services
Rackspace Inc	Germany US	Cloud Service Provider	All data applicable to the services
RingCentral Inc	UK Netherlands France	Support Call Routing	Identification (name, surname), Contact information (phone number), voice recording
ShapeIN Solutions GmbH	Germany	Integration with Workday®	All data applicable to the services
Splunk Inc	Germany	Security Monitoring	Log events (that may contain IP address,

			username, email address
Vonage (formerly Nexmo)	Depending Upon the Chosen Infrastructure, Ireland, Netherlands	Cloud Communications Services (2- Factor authentication)	Contact information (e-mail address, phone number
Zendesk Inc	US	Support Management Tool	Identification (name, surname), Contact information (email address) and ticket content

UKG Affiliate Subprocessors

UKG Affiliate Subprocessor	Data Processing Location	Role in Delivery of Services	Personal Data Processed
Kronos Australia Pty Limited	Australia New Zealand US	Provisioning of Services, Security Monitoring, Support	All data applicable to the services
Kronos Brasil Ltda	Brazil	Provisioning of Services, Security Monitoring, Support	All data applicable to the services
Kronos Canadian Systems Inc	Canada	Provisioning of Services, Security Monitoring, Support	All data applicable to the services
Kronos de Mexico S.A. de C.V.	Mexico	Provisioning of Services, Security Monitoring, Support	All data applicable to the services
Kronos SaaShr, Inc	US	Provisioning of Services, Security Monitoring, Support	All data applicable to the services
Kronos Solutions India Private Limited (Noida)	India	Provisioning of Services, Security Monitoring, Support	All data applicable to the services
Kronos Systèmes S.A.	France EU	Provisioning of Services, Security Monitoring, Support	All data applicable to the services

Kronos Systems B.V. (Belgium)	Belgium US	Provisioning of Services, Security Monitoring, Support	All data applicable to the services
Kronos Systems B.V. (Netherlands)	Netherlands EU	Provisioning of Services, Security Monitoring, Support	All data applicable to the services
Kronos Systems India Private Limited (Bangalore)	India	Provisioning of Services, Security Monitoring, Support	All data applicable to the services
Kronos Systems Limited	UK	Provisioning of Services, Security Monitoring, Support	All data applicable to the services
Kronos Systems Singapore Pte. Ltd	Singapore	Provisioning of Services, Security Monitoring, Support	All data applicable to the services
PeopleDoc Germany GmbH	EU Germany Netherlands Switzerland	Provisioning of Services, Security Monitoring, Support	All data applicable to the services
PeopleDoc SAS	France EU	Provisioning of Services, Security Monitoring, Support	All data applicable to the services
PeopleDoc UK Ltd	UK	Provisioning of Services, Security Monitoring, Support	All data applicable to the services
Smart Human Logistics S.L.	Spain	Provisioning of Services, Security Monitoring, Support	All data applicable to the services
The Ultimate Software Group of Asia, Pte Ltd.	Singapore	Provisioning of Services, Security Monitoring, Support	All data applicable to the services
The Ultimate Software Group of Canada Inc.	Canada	Provisioning of Services, Security Monitoring, Support	All data applicable to the services

UKG Inc.	US	Provisioning of Services, Security Monitoring, Support	All data applicable to the services
UKG Kronos Systems LLC	US	Provisioning of Services, Security Monitoring, Support	All data applicable to the services

UKG One View

Third Party Subprocessors

Third-Party Subprocessor	Data Processing location	Role in Delivery of Services	Personal Data Processed
Accenture Limited	Ireland	Payroll provider, as applicable	All data applicable to the services
Amazon Data Services Ireland	Ireland Germany	Cloud Service Provider	All data applicable to the services
Citrix Systems International	Germany	Secure content collaboration, and file sharing	All data applicable to the services
ISolved	US	Payroll provider, as applicable	All data applicable to the services
Microsoft Ireland – MS Sharepoint (M365)	Ireland	Office Suite	All data applicable to the services
Sanction Scanner	UK	Due Diligence on individuals	All data applicable to the services
Transfermate	Ireland Germany	Payment services	All data applicable to the services
Zendesk	Ireland	Support Management Tool	All data applicable to the services

UKG Affiliate Subprocessors

UKG Affiliate Subprocessor	Data Processing Location	Role in Delivery of Services	Personal Data Processed
Ascentis Corporation	US	Provisioning of Services, Security Monitoring, Support	All data applicable to the services
Ascentis Corpostion SA	Uruguay	Provisioning of Services, Security Monitoring, Support	All data applicable to the services

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Immedis EOOD	Bulgaria	Provisioning of Services, Security Monitoring, Support	All data applicable to the services
Immedis Inc	US	Provisioning of Services, Security Monitoring, Support	All data applicable to the services
Immedis Limited	Ireland	Provisioning of Services, Security Monitoring, Support	All data applicable to the services
Kronos Systems Limited	UK	Provisioning of Services, Security Monitoring, Support	All data applicable to the services

Hosting Provider Location by Customer Region

Product	Customer Region				
	EMEA	LATAM	Canada	APAC	USA
UKG OneView	EU	EU	EU	EU	EU
UKG Pro & People Center	USA	USA	CANADA	USA	USA
UKG Pro WFM	EU	USA	CANADA	USA	USA
+UKG HRSD (any solution that contains HRSD)	EU	USA	CANADA	USA	USA
UKG Ready	EU	USA	CANADA	USA	USA
	Hosting Provider Location				

UKG