

Customer Support Sub-Processors

Mimecast has contracted with certain third parties, as well as Mimecast affiliates, to act as sub-processors in assisting us to provide our services to you. A sub-processor is a data processor who processes certain data (which may contain personal data) as part of the services. This page identifies these third-party sub-processors and the assistance they provide to us for our support services.

It is important to note that security and personal privacy is of utmost importance to us. Accordingly, we impose data protection terms on sub-processors that we work with to maintain high security and to enforce data privacy. Details of our data processing policies in relation with the sub-processors we work with can be found in the Mimecast Data Processing Addendum.

This list of Mimecast's sub-processors was last updated in April 2025.

| SUB-PROCESSOR | PROCESSING LOCATION | REASON FOR PROCESSING | APPLICABLE SERVICES |
|---|--|-----------------------------------|---|
| Global Logic | India United Kingdom | Escalated Support to Customers | Email and Web Security |
| Outsourced Quality Assured Services, Inc. | Philippines | Escalated Support to Customers | Email and Web Security DMARC Analyzer Brand Exploit Protect |
| Papaya Global Ltd. | Argentina Brazil Bulgaria Cyprus Ireland New Zealand Portugal Spain | Escalated Support to Customers | Email and Web Security Engage |
| Salesforce, Inc. | United Kingdom | Customer management tool | All |
| Zendesk, Inc. | United States | Customer support ticketing system | All |

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