

Quick Guide: Subprocessors

Background

Subject to the instruction of a customer, Coupa Software, Inc. (“**Coupa**”) hosts a customer instance either in the Europe Economic Area, United States of America, or as otherwise agreed. In the course of providing services on the Coupa Platform, Coupa personnel located outside of the selected hosting region may require access to customer data.

In addition, Coupa and its affiliates engage third-party contractors and suppliers in the context of the provision of the Coupa Platform and selected Hosted Applications (“**Third-Party Suppliers**”). Some of these Third-Party Suppliers may have access to, and process, customer data, including customer personal data (“**Subprocessors**”).

This quick guide shall provide you with an overview on the various Subprocessors currently used by Coupa in the performance of the Coupa services. Please note that the specific details of Subprocessors used for each customer depends on the individual subscription scope and configuration. This quick guide is subject to change.

Default Subprocessors

If you are a customer on the Coupa platform, the following companies are used as default Subprocessors.

Name and Address	Scope of Subprocessing
Amazon Web Services Inc. Fortune Chambers, 410 Terry Avenue North Seattle, WA 98109-5210, USA https://aws.amazon.com/	Cloud-Infrastructure Services (including Rekognition service where regional availability and restrictions apply)
IndMax IT Services Private Limited Fortune Chambers, Suite # 303, Plot No. 8, 9, 10, 11, Silicon Valley, Madhapur, Hyderabad, Andhra Pradesh, India 500081 http://www.indmax.com/	Integration Support Service
Coupa Affiliates In the Europe Economic Area, United States of America, and India	Customer Support Services

Additional Subprocessors

Depending on the individual subscription scope and configuration of a customer on the Coupa platform, the following vendors are used as additional Subprocessors by Coupa when providing the services.

Hosted Application	Name and Address	Scope of Subprocessing
Analytics	Birst Inc., an Infor Company 45 Fremont St. San Francisco, CA 94105, USA www.birst.com	Reporting, analytics, and dashboarding
Compliant invoicing and eArchiving	Sovos Trustweaver TrustWeaver AB Kungsgatan 27, 4TR SE-111 56 Stockholm, Sweden www.trustweaver.com together with Sovos Compliance, LLC 200 Ballardvale Street, Building 1, 4th Floor Wilmington, MA 01887, USA	Electronic signature and archival of invoices
Customer Support in Chinese or Japanese language (upon request only)	Concentrix - Dalian Jumeng Technologies Development Ltd. 4F, 18 Software Park Road Shanhekou District, Dalian P.R. China 116023 www.concentrix.com	Customer Support Services (1st Level) for Customers with locations in China and Japan
InvoiceSmash	Microsoft Corp. One Microsoft Way Redmond Washington 98052, USA https://azure.microsoft.com/	Cloud-Infrastructure Services
Expenses – Email Parsing	Traxo, Inc. 211 N. Ervay St. Suite 500 Dallas, TX 75021, USA www.traxo.com	Parses confirmation emails and passes travel itinerary information to Coupa Travel Service for processing.
Expenses - Receipt Parsing	CloudFactory International Ltd. 5 The Green Richmond TW9 1PL United Kingdom www.cloudfactory.com	Optical character recognition (OCR) of receipt data.
Sourcing Optimization	Microsoft Corp. [1] (details as before)	Cloud-Infrastructure Services (hosting)
Spendguard - Invoice Parsing	Google LLC. [2] 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA https://cloud.google.com/	Optical character recognition (OCR) of invoices
Supplier Portal - Notification (If enabled by supplier)	Twilio Inc. 375 Beale Street Suite 300 San Francisco, CA 94105,	Sends text message notification to the supplier

Hosted Application	Name and Address	Scope of Subprocessing
	USA www.twilio.com	
Pay	Conferma Ltd. 5 Brooks Drive, Cheadle Royal Business Park, Cheadle, Cheshire, SK8 3TD, United Kingdom https://confermapay.com/	Provides connectivity to Banks, Credit Card Networks and other Conferma partners
Managed Services	CXG Outsourcing EOOD 1234 Sofia, Business Center Labirint, 25 Prof. d-r Petar Dertliev str., Bulgaria https://cx-g.com/	Provides additional staffing for AIC data analytics, supplier enablement and other managed services

[1] Since January 2019 Microsoft is the new hosting provider for Coupa Sourcing Optimization.

[2] Google uses distributed global data centers to temporarily process image files and return back results of the OCR function. Google currently does not offer regionalization of processing within Google Cloud Vision API. For more details see <https://cloud.google.com/vision/docs/data-usage>.

Legacy Subprocessors & Subcontractors

If you are a customer on a legacy platform of a company previously acquired by Coupa, the following legacy subcontractors are currently used. Depending on the configuration, some of the legacy subcontractors may have access to customer personal data.

Legacy Application	Name and Address	Scope of Subprocessing
2017 - Trade Extension (now Sourcing Optimization)	Basefarm AB Sveavägen 159, 113 46 Stockholm, Sweden www.basefarm.com	Cloud-Infrastructure Services
2017 - Simeno (myCatalogPool)	ITpoint Systems AG Riedstrasse 1, CH-6343 Rotkreuz, Switzerland www.itpoint.ch	Cloud-Infrastructure Services
2018 - Aqiire (Catalog Management)	Microsoft Corp. (details as before)	Cloud-Infrastructure Services
2018 - DCR Workforce (now Contingent Workforce)	Amazon Web Services Inc. (details as before)	Cloud-Infrastructure Services
	Microsoft Corp. (details as before)	Cloud-Infrastructure Services
2018 - Hiperos 3PM (now Risk Assess)	Rackspace US, Inc., One Fanatical Place City of Windcrest, TX 78218, USA	Cloud-Infrastructure Services

Legacy Application	Name and Address	Scope of Subprocessing
	https://www.rackspace.com	
2019 - Exari (now Contract Lifecycle Management Advanced)	Amazon Web Services Inc. (details as before)	Cloud-Infrastructure Services

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