LogicMonitor
Data Handling
Supplement

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Overview

LogicMonitor is committed to transparency regarding the subprocessors, service centers, and business operations that support our platform. This Data Handling Supplement provides customers with:

• A **comprehensive list of subprocessors** engaged by LogicMonitor.

• Information about **LogicMonitor Business Operations** and regional service locations.

• Details on **Service Centers** where customers' data is processed and stored.

• A commitment to **security, compliance, and customer privacy rights**.

For additional details regarding our privacy commitments, please refer to our Data Processing Addendum (DPA).

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LogicMonitor Business Operations

LogicMonitor's **business operations** are conducted from the following locations, listed in Table 1 – LogicMonitor Business Operations, below. These locations **do not serve as subprocessors** but are responsible for **software development, customer support, professional services, and product operations** as part of LogicMonitor's internal structure.

Table 1: LogicMonitor Business Operations							
ENTITY	SOFTWARE DEVELOPMENT	PRODUCT OPERATIONS	CUSTOMER SUPPORT *AMERICAS*	CUSTOMER SUPPORT *EMEA OR GLOBAL 24x7*	CUSTOMER SUPPORT *APAC OR GLOBAL 24x7*	PROFESSIONAL SERVICES	LOCATION
LogicMonitor, Inc.	✓	✓	✓	⊖	⊖	✓	Santa Barbara, CA; Austin, TX; Boston, MA; New York City, NY (USA)
LogicMonitor UK Limited	⊖	⊖	⊖	✓ (EMEA Support or Global 24x7)	⊖	✓	London, UK
LogicMonitor Australia Pty. Ltd.	⊖	⊖	⊖	⊖	✓ (APAC Support or Global 24x7)	✓	Sydney, AU
LogicMonitor Asia Pacific Pte. Ltd.	⊖	⊖	⊖	⊖	✓ (APAC Support or Global 24x7)	✓	Singapore
LogicMonitor India LLP	✓	⊖	⊖	⊖	✓ (APAC Support or Global 24x7)	⊖	Pune, IN
Unomaly AB	✓	⊖	⊖	⊖	⊖	⊖	Stockholm, SE

✓ Service is performed in this region   ⊖ Service is **not** performed in this region

These locations are part of LogicMonitor's internal business structure and do not impact the subprocessor relationships listed below.

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Subprocessors

LogicMonitor engages third-party service providers (**subprocessors**) to support the operation of our platform. These subprocessors undergo **rigorous security and privacy assessments** and comply with industry standards such as **SOC 2, ISO 27001, and PCI-DSS**.

Certain subprocessors operate within a **specific cloud platform** such as **AWS** or **Azure**, depending on the service provided.

Table 2: LogicMonitor Envision Platform – Subprocessors
The following subprocessors support the **LogicMonitor Envision Platform**.

SUBPROCESSOR	PURPOSE	HEADQUARTERS	CERTIFICATIONS	SECURITY / COMPLIANCE WEBSITE	VENDOR'S TRUST CENTER
Authy (Twilio Authy)	Two-Factor Authentication (2FA)	USA (San Francisco, CA)	Inherits Twilio's certifications (SOC 2 Type II, ISO 27001, PCI DSS)	Website	Vendor's Trust Center
AWS (Amazon Web Services)	Cloud Infrastructure and Hosting	USA (Seattle, WA)	SOC 2, ISO 27001, GDPR Compliant	Website	Vendor's Trust Center
Gainsight	Customer Success Platform	USA (Redwood City, CA)	SOC 2 Type II, ISO 27001	Website	Vendor's Trust Center
Gong	Quality assurance and extended issue support	USA (San Francisco, CA)	SOC 2 Type II, ISO 27001, ISO 27017, ISO 27018, ISO 27701, PCI DSS, STAR Level One, DPF Framework	Website	Vendor's Trust Center
Google Cloud Platform (GCP)	Cloud Monitoring and Data Analytics	USA (Mountain View, CA)	SOC 2, ISO 27001, GDPR Compliant	Website	Vendor's Trust Center
Google Workspace	Word processing, data storage	USA (Mountain View, CA)	ISO 27001, ISO 27017, ISO 27018, SOC 2, FedRAMP	Website	Vendor's Trust Center
Microsoft Azure	Cloud Infrastructure and Security	USA (Redmond, WA)	SOC 2, ISO 27001, PCI-DSS	Website	Vendor's Trust Center

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Table 2: LogicMonitor Envision Platform – Subprocessors (continued)

SUBPROCESSOR	PURPOSE	HEADQUARTERS	CERTIFICATIONS	SECURITY / COMPLIANCE WEBSITE	VENDOR'S TRUST CENTER
OpenAI	AI / Large Language Model Services	USA (San Francisco, CA)	SOC 2 Type II, CSA STAR Level 1	Website	Vendor's Trust Center
Pendo	Product Analytics and In-App Guidance	USA (Raleigh, NC)	SOC 2 Type II	Website	Vendor's Trust Center
Salesforce	Customer Relationship Management (CRM)	USA (San Francisco, CA)	SOC 2 Type II, ISO 27001, PCI DSS, others (e.g., HIPAA for certain offerings)	Website	Vendor's Trust Center
Salesforce Service Cloud	Customer Service and Support Platform	USA (San Francisco, CA)	Inherits Salesforce's certifications (SOC 2 Type II, ISO 27001, PCI DSS)	Website	Vendor's Trust Center
Securonix	Security Analytics / SIEM	USA (Addison, TX)	SOC 2 Type II, ISO 27001, HiTrust	Website	Reports available upon request
Sentry.io	Application monitoring and error tracking platform	USA (San Francisco, CA)	SOC 2 Type I and Type II, ISO 27001 certification, and HIPAA attestation	Website	Vendor's Trust Center
ServiceNow	IT Service Management (ITSM)	USA (Santa Clara, CA)	SOC 1/2 Type II, ISO 27001, PCI DSS, FedRAMP (various levels)	Website	Vendor's Trust Center
Snowflake	Data Warehousing and Analytics	USA (Bozeman, MT)	SOC 2, ISO 27001, HIPAA	Website	Vendor's Trust Center
Stripe	Payment Processing	USA (San Francisco, CA)	PCI-DSS, SOC 2 Type II	Website	Vendor's Trust Center
Twilio	SMS and Communication Services	USA (San Francisco, CA)	SOC 2, ISO 27001, GDPR	Website	Vendor's Trust Center

Table 3: Edwin AI – Subprocessors

The following subprocessors support **Edwin AI**, LogicMonitor's artificial intelligence and machine learning platform. Certain **Edwin AI services primarily run on AWS infrastructure**, while other features **operate on Microsoft Azure** for **enhanced AI capabilities**.

SUBPROCESSOR	PURPOSE	HEADQUARTERS	CERTIFICATIONS	MORE INFO
OpenAI	AI Model Processing and NLP Services	USA	SOC 2, ISO 27001, GDPR Compliant	Website
AWS (Amazon Web Services)	Cloud AI Compute and Model Hosting	USA	SOC 2, ISO 27001, GDPR Compliant	Website
Microsoft Azure	AI Compute and Model Hosting	USA	SOC 2, ISO 27001, PCI-DSS	Website

Cloud Service Centers

Table 4: Amazon Web Services (AWS)

LogicMonitor operates its **service platform** out of multiple **Service Centers** across the globe, ensuring **high availability, performance, and compliance with regional data residency requirements.**

SERVICE CENTER	LOCATION(S)	DATA RESIDENCY
US / West (AWS)	Boardman, Oregon	United States
US / East (AWS)	Ashburn, Virginia	United States
EMEA / West (AWS)	London, England	United Kingdom
EU / West (AWS)	Dublin, Ireland	Ireland
APAC / South East (AWS)	Sydney, Australia	Australia
EMEA / West (Legacy AWS)	Slough, United Kingdom	United Kingdom
Singapore (AWS)	Singapore	Singapore
Germany (AWS)	Frankfurt, Germany	Germany

New Subprocessor Notification Process

Customers with an active Data Processing Addendum (DPA) will receive advance notice of any new subprocessors.

- **Notification**: LogicMonitor will notify customers via email or an official platform update prior to engaging a new subprocessor.

- **Objection Rights**: Customers may object within the timeframe specified in the DPA by contacting privacy@logicmonitor.com.

- **Resolution Process**: If an objection is raised, LogicMonitor will work in good faith to resolve concerns. If a resolution cannot be reached, customers may have the right to terminate the affected service.

For more details on our subprocessor policies, including data protection commitments and customer rights, refer to our Data Processing Addendum (DPA) or contact our privacy team at subprocessors@logicmonitor.com.

Use of Generative AI for Support Services

LogicMonitor may use generative AI technologies to enhance customer support services, particularly for Premier Support customers requesting health reporting and troubleshooting assistance. These AI tools are used exclusively for reviewing customer-provided information to generate insights, recommendations, or summaries that improve the support experience.

Our Commitments

- **No AI Model Training** – Customer-provided data is never used to train any AI model.

- **No Selling or Sharing of Data** – Customer data is not sold and is not shared with any third party except subprocessors contractually bound to process the data strictly for support purposes.

- **Strict Confidentiality and Security** – Data processed through generative AI remains subject to LogicMonitor's strict confidentiality obligations and security measures.

- **Global Data Protection and Compliance** – Personal data processed through AI-assisted support is governed by our Data Processing Addendum (DPA) and complies with:

  - **General Data Protection Regulation (GDPR)**

  - **California Consumer Privacy Act (CCPA) / California Privacy Rights Act (CPRA)**

  - Other applicable global privacy laws.

For further details on how LogicMonitor processes and protects customer data, please refer to our Data Processing Addendum (DPA).

LogicMonitor Trust Center - Security and Compliance

LogicMonitor requires all subprocessors to adhere to strict security and privacy standards, including:

- **Compliance with Industry Standards** – Subprocessors must maintain recognized security certifications such as SOC 2, ISO 27001, and PCI-DSS.

- **Contractual Data Protection Obligations** – Subprocessors are legally required to uphold confidentiality, data protection, and security.

- **Regular Audits and Assessments** – We continuously evaluate subprocessors to ensure compliance with data privacy and security best practices.

For a detailed overview of our security practices, visit the LogicMonitor Trust Center.

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