



# Sub-processor List

## Third parties that process customer personal data on Nord Node's behalf

Version 1.0 · Effective: 24 September 2026

This document forms part of Annex 3 of Nord Node's [Data Processing Agreement](#). It applies to customers who have signed an Order Form with Nord Node.

### 1. About this list

- 1.1 This list identifies the sub-processors that Nord Node AB engages to process personal data on behalf of its customers, as described in section 7 and Annex 3 of the Data Processing Agreement. It is provided to customers and prospective customers on request, and forms part of Annex 3 in the version in force from time to time.
- 1.2 Customers are notified at least 30 days before a new sub-processor is added or one is replaced, and may object on reasonable data protection grounds in accordance with the Data Processing Agreement. To receive notifications, customers should make sure that Nord Node has an up-to-date Authorised Contact. Questions can be sent to [gdpr@nordnode.se](mailto:gdpr@nordnode.se).

### 2. Sub-processors engaged for all customers

| Sub-processor                                                  | Service / purpose                                                                                                                                                                                                                                    | Location of processing                                                                                      | Transfer mechanism                                         |
|----------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|------------------------------------------------------------|
| Microsoft Ireland Operations Ltd (and Microsoft affiliates)    | Nord Node's own Microsoft 365 environment (e-mail, documents, Teams and service records); the Microsoft Intune, Entra ID and Microsoft Defender portals used to administer customer environments; Microsoft Quick Assist for remote support sessions | EU/EEA (Microsoft EU Data Boundary); limited remote access from outside the EU/EEA for support and security | EU-US Data Privacy Framework; Standard Contractual Clauses |
| ServiceNow (ServiceNow Nederland B.V. / ServiceNow, Inc.)      | Customer portal, ticketing, service requests, service level tracking, knowledge base and configuration management database                                                                                                                           | EU/EEA data centre region; support access from outside the EU/EEA may occur                                 | EU-US Data Privacy Framework; Standard Contractual Clauses |
| Tanium (Tanium Inc. and its EMEA affiliate)                    | Endpoint management: inventory, patching, software deployment, configuration management, endpoint visibility and remediation; Tanium Threat Response where ordered                                                                                   | EU/EEA data centre region; support access from outside the EU/EEA may occur                                 | Standard Contractual Clauses                               |
| Keeper Security (Keeper Security, Inc. / Keeper Security EMEA) | Encrypted storage of credentials used to administer customer environments (Keeper MSP); privileged access management (KeeperPAM) where ordered. Vault contents are encrypted on                                                                      | EU region (Ireland or Frankfurt)                                                                            | EU-US Data Privacy Framework; Standard Contractual Clauses |

| Sub-processor | Service / purpose                               | Location of processing | Transfer mechanism |
|---------------|-------------------------------------------------|------------------------|--------------------|
|               | the device and are not readable by the provider |                        |                    |

### 3. Sub-processors engaged only for ordered modules

| Sub-processor                                             | Service / purpose                                                                 | Applies to                                            | Location of processing                    | Transfer mechanism                             |
|-----------------------------------------------------------|-----------------------------------------------------------------------------------|-------------------------------------------------------|-------------------------------------------|------------------------------------------------|
| Veeam Software (including Veeam Backup for Microsoft 365) | Backup and restore of Microsoft 365 data, servers, virtual machines and endpoints | Customers who have ordered backup on a Veeam platform | EU/EEA                                    | Standard Contractual Clauses, where applicable |
| Rubrik (including Rubrik Microsoft 365 Protection)        | Enterprise backup, immutable storage and cyber recovery                           | Customers who have ordered backup on Rubrik           | EU/EEA                                    | Standard Contractual Clauses, where applicable |
| Microsoft 365 Backup                                      | Native backup of Exchange Online, SharePoint Online and OneDrive                  | Customers who have ordered Microsoft 365 Backup       | EU/EEA (Microsoft EU Data Boundary)       | As for Microsoft above                         |
| Managed detection and response provider                   | Security monitoring and response outside Nord Node's support hours                | Customers who have ordered MDR                        | To be stated when the provider is engaged | To be stated when the provider is engaged      |

### 4. Vendors that are not sub-processors

- 4.1** When a customer uses Microsoft 365, Azure or another cloud service under its own agreement with the vendor, for example through the Microsoft Customer Agreement, the vendor processes the data in the customer's tenant as the customer's own processor, and not as Nord Node's sub-processor. This includes Microsoft Defender, Microsoft Entra ID, Microsoft Intune, Microsoft Sentinel and Microsoft Purview where the customer holds the licences, even though Nord Node administers them.

### 5. Publication record

Nord Node records every change to this list here, so that customers can see what changed and when. Changes are also notified in advance in accordance with section 7 of the Data Processing Agreement.

| Date              | Change                   |
|-------------------|--------------------------|
| 24 September 2026 | First published version. |

### Related documents

| Document                  | Web address                                                                                                                                                                                                                 |
|---------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Data Processing Agreement | <a href="https://www.nordnode.se/en/dam/nordnode/legal/final/document/nordnode-data-processing-agreement-en.pdf">https://www.nordnode.se/en/dam/nordnode/legal/final/document/nordnode-data-processing-agreement-en.pdf</a> |