

AUTHORISED SUB-PROCESSORS AND AUTHORISED TRANSFERS OF PERSONAL DATA

PROS Cloud, Support & Professional Services Sub-processors

Last updated August 4, 2023

We use sub-processors to perform certain technical, administrative and support functions required in the provision of our Subscription Service and related professional services, including consulting and training (the “**Services**”). A sub-processor is a third-party entity that has or may have access to or may process personal data. “**Personal data**” is any information relating to an identified or identifiable natural person and may include such person’s name, email address, or other contact details. Prior to engaging a sub-processor, we complete robust transfer impact assessments to evaluate the security, privacy and confidentiality practices of a sub-processor to determine that they are adequate to meet our security requirements in the performance of the Services.

A list of PROS sub-processors is located below. Each of the PROS sub-processors processes information on behalf of PROS for some, but not necessarily all, PROS Services. If you would like more information about which sub-processors process data with respect to the PROS Services that you use, please reach out to your designated PROS Customer Success Manager. PROS will update this list regularly and inform you of any updates in accordance with the terms of your agreement with PROS.

1. This list applies to the following **PROS Travel solutions**:

<ul style="list-style-type: none"> PROS Market Valuation Module (MVM) 	<ul style="list-style-type: none"> PROS Group Sales Optimizer (GSO) (Essentials/Advantage/Ultimate)
<ul style="list-style-type: none"> PROS RM (Essentials/ Essentials Network Add-On/Advantage) 	<ul style="list-style-type: none"> PROS Digital Retail
<ul style="list-style-type: none"> PROS RTDP (Advantage/Ultimate) 	<ul style="list-style-type: none"> PROS Dynamic Offers
<ul style="list-style-type: none"> PROS Pricing Cache 	<ul style="list-style-type: none"> All PROS Travel solution connectors

Infrastructure & Other Sub-processors

Legal Entity	Entity Location	Service Locations	Role	Customer Data Processed	Transfer Mechanism
Confluent, Inc.	United States	Confluent hosts data on behalf of PROS in Azure data centers in Europe, North America, Australia and Middle East depending on Customer’s location. For support services, processing may take place in any jurisdiction where Confluent or its sub-processors operate such facilities.	Data infrastructure and transport between components of the PROS platform.	Any data uploaded by Customer into the Service.	EU Standard Contractual Clauses
MessageBird USA Inc., formerly Message Systems, Inc. (dba SparkPost)	United States	Ireland United Kingdom United States	E-mail messaging services provider used to provide notifications to Customers’ end-users. Handles all notifications delivered through PROS Customer portal, PROS Connect.	Contact details of Customers’ end-users, including travel agents and Users of the Service. For the notifications: email addresses of Users and customer employees who have registered to receive notifications through PROS Connect.	EU Standard Contractual Clauses
Microsoft Corporation	United States	Microsoft hosts data on behalf of PROS in Azure data centers in Europe, North America, Australia and Middle East. Microsoft operates a global network of data centers and management and support facilities, and processing may take place in any jurisdiction where Microsoft or its sub-processors operate such facilities.	Cloud hosting and, if requested by Customer, credential authentication services.	No access to Customer Data. Hosting Service only - unless Customer has requested credential authentication services.	EU Standard Contractual Clauses EU-U.S. Data Privacy Framework Swiss-U.S. Data Privacy Framework

Legal Entity	Entity Location	Service Locations	Role	Customer Data Processed	Transfer Mechanism
IBM	United States	IBM hosts data on behalf of PROS in data centers in North America and Europe. IBM operates a global network of data centers and management and support facilities, and processing may take place in any jurisdiction where IBM or its sub-processors operate such facilities.	Cloud hosting.	No access to Customer Data. Hosting Service only.	EU Standard Contractual Clauses EU-U.S. Data Privacy Framework Swiss-U.S. Data Privacy Framework

Professional Services Sub-processors

Our Professional Services sub-processors have limited access to our Customers' information, including Customer Data. This limited access is granted on an as needed basis only with approval through PROS internal authorization systems. Access is automatically renege on expiration of the system approval. With Customer permission, the Professional Services sub-processor may be provided access to Customer Data for the purpose of dealing with implementation requests.

Legal Entity	Entity Location	Service Locations	Role	Customer Data Processed	Transfer Mechanism
Accenture LLP Accenture GmbH Accenture AG Accenture International Limited	Accenture LLP United States Accenture GmbH Germany Accenture AG Switzerland Accenture International Limited Ireland	United States For PROS European based Customers: Germany, Romania & Switzerland	Training Customers' end-users, consulting and implementation services. Accenture solely acts on PROS' instructions and can be viewed as part of PROS' own operational team.	All Customer environments	EU Standard Contractual Clauses
Malmur Consulting & Services d.b.a. Technologias de Informacion Malmur S.A de C.V.	Mexico	Mexico United States	Training Customers' end-users, consulting and implementation services. Malmur solely acts on PROS' instructions and can be viewed as part of PROS' own operational team.	All Customer environments	EU Standard Contractual Clauses

2. This list applies to the following Smart Configure, Price, Quote & Smart Price Optimization and Management Solutions:

<ul style="list-style-type: none"> Smart Price Optimization and Management (Essentials/Advantage/Ulimate) 	<ul style="list-style-type: none"> PROS Opportunity Detection
<ul style="list-style-type: none"> Smart Configure, Price, Quote (Essentials/ Advantage /Ulimate) 	<ul style="list-style-type: none"> PROS Smart CPQ
<ul style="list-style-type: none"> PROS Contribution Management System (CMS) 	<ul style="list-style-type: none"> Smart Price Optimization (Guidance)
<ul style="list-style-type: none"> Smart Price Management (Control) 	<ul style="list-style-type: none"> Rental Optimizer

Infrastructure & Other Sub-processors

Legal Entity	Entity Location	Service Locations	Role	Customer Data Processed	Transfer Mechanism
Confluent, Inc.	United States	Confluent hosts data on behalf of PROS in Azure data centers in Europe, North America, Australia and Middle East depending on Customer's location. For support services, the processing may take place in any jurisdiction where Confluent or its sub-processors are based.	Confluent provides data infrastructure and transport between components of the PROS platform.	Any data uploaded by Customer into the Solutions	EU Standard Contractual Clauses
MessageBird USA Inc., formerly Message Systems, Inc. (dba SparkPost)	United States	Ireland United Kingdom United States	Handles all notifications delivered through PROS Customer portal, PROS Connect.	Email addresses of Users and Customer employees who have registered to receive notifications through PROS Connect.	EU Standard Contractual Clauses

Legal Entity	Entity Location	Service Locations	Role	Customer Data Processed	Transfer Mechanism
Microsoft Corporation	United States	Microsoft hosts data on behalf of PROS in data centers in Europe, North America, Australia and Middle East. Microsoft operates a global network of data centers and management and support facilities, and processing may take place in any jurisdiction where Microsoft or its sub-processors operate such facilities.	Cloud hosting and, if requested by Customer, credential authentication services.	No access to Customer Data. Hosting Service only - unless Customer has requested credential authentication services.	EU Standard Contractual Clauses EU-U.S. Data Privacy Framework Swiss-U.S. Data Privacy Framework
Salesforce, Inc. (f/k/a salesforce.com, inc.)	United States	Salesforce hosts data on behalf of PROS in data centers in the United States and Europe. Salesforce operates a global network of data centers and management and support facilities, and processing may take place in any jurisdiction where Salesforce or its sub-processors operate such facilities.	Cloud hosting: CRM and platform services provider for certain PROS Smart CPQ Customers that do not have an independent relationship with Salesforce.	No access to Customer Data Hosting Service only.	EU Standard Contractual Clauses Binding Corporate Rules EU-U.S. Data Privacy Framework UK Extension to the EU-U.S. Data Privacy Framework Swiss-U.S. Data Privacy Framework

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Legal Entity	Entity Location	Service Locations	Role	Customer Data Processed	Transfer Mechanism
Accenture LLP Accenture GmbH Accenture AG Accenture International Limited	Accenture LLP United States Accenture GmbH Germany Accenture AG Switzerland Accenture International Limited Ireland	United States For PROS European based Customers: Germany, Switzerland & Romania	Training Customers' end-users, consulting and implementation services. Accenture solely acts on PROS' instructions and can be viewed as part of PROS' own operational team.	All Customer environments	EU Standard Contractual Clauses
Capgemini Technology Services Capgemini UK PLC	France United Kingdom	France United Kingdom	Training Customers' end users, consulting and implementation services. Capgemini solely acts on PROS' instructions and can be viewed as part of PROS' own operational team.	All Customer environments	N/A Adequacy decision
Pearson Pricing SASU	France	France Spain	Training Customers' end-users, consulting and implementation services. Pearson solely acts on PROS' instructions and can be viewed as part of PROS' own operational team.	All Customer environments	N/A

3. PROS Affiliate Sub-processors

Customers may be supported by the following PROS Affiliates as required to provide the Subscription Service and Professional Services.

Legal Entity	Entity Location	Transfer Mechanism
PROS, Inc.	United States	EU Standard Contractual Clauses
PROS Bulgaria EOOD	Bulgaria	N/A
PROS Canada Operations, Ltd.	Canada	Adequacy Decision
PROS Europe Limited	England	Adequacy Decision
PROS France SAS	France	N/A
PROS Germany GmbH	Germany	N/A
PROS International Technology Limited	Ireland	N/A
PROS Middle East Technology Systems L.L.C.	United Arab Emirates	EU Standard Contractual Clauses
PROS Travel Retail SAS	France	N/A
PROS Technology Australia Pty. Ltd.	Australia	EU Standard Contractual Clauses