



LIST OF SUB-PROCESSORS

Sprinklr, Inc. ("Sprinklr") uses certain Sub-processors (including members of the Sprinklr group and other third parties, as listed below) to assist in providing limited services on its behalf. Any such Sub-processors will be permitted to obtain customer personal data only to deliver the services Sprinklr has retained them to provide, and they are prohibited from using customer personal data for any other purposes.

A Sub-processor is a third-party data processor engaged by Sprinklr who has or potentially will have access to or process customer personal data.

Sprinklr undertakes to use a commercially reasonable selection process by which it evaluates the security, privacy and confidentiality practices of Sub-processors that will or may have access to or process customer personal data. Sprinklr requires its Sub-processors to satisfy equivalent obligations as those required from Sprinklr (as a data processor) as set forth in Sprinklr's Data Processing Addendum, available at www.sprinklr.com/legal.

The following is an up-to-date list (as of the date of this List of Sub-processors) of the names, purposes of sub- processing and locations of Sprinklr's Sub-processors. Such Sub-processors shall be approved and consented to by Customer.

Sub-Processor	Purposes of Sub-Processing	Geographical Location
Sprinklr UK Limited 40 Holborn Viaduct London, EC1N 2PB UK	Consulting, Success Management, Professional Services	UK
Sprinklr France SARL 16-18 Rue de Londres Paris, 75009 France	Consulting, Success Management, Professional Services	France
Sprinklr Germany GmbH Gorch-Fock-Wall 1a 20354 Hamburg Germany	Consulting, Success Management, Professional Services	Germany
Sprinklr Solutions Private Limited Divyasree Technopolis, Opp HAL Airport Road, Yamalur 3rd Floor, East Wing Bengaluru, Karnataka 56003 India	Support and Maintenance, Consulting, Success Management, Professional Services, Software Development, Quality Assurance	India
Sprinklr Australia Pty. Ltd. The Hub Southern Cross 696 Bourke St Melbourne Australia	Consulting, Success Management, Professional Services	Australia
Amazon Web Services, Inc. 410 Terry Avenue North Seattle WA 98109 USA	AWS - Hosting of the Sprinklr Platform (IaaS)	USA
Microsoft Corporation One Microsoft Way Redmond, WA 98052-6399 USA	Azure - Hosting of the Sprinklr Platform (IaaS)	USA
WalkMe, Inc. 525 Market Street, 37 th Floor San Francisco, CA 94105 USA	Software experience management with contextual feedback.	USA
Zendesk, Inc. 1019 Market St San Francisco, CA 94103 USA	Trouble ticket system	USA

Sprinklr may remove or appoint suitable and reliable other Sub-processors as follows:

- Data Importer (Sprinklr) will inform any affected customer by electronic means at least 30 days in advance of granting access to customer's personal data to Sub-processor (except for Emergency Replacements as defined below) of any changes to the List of Sub-processors.
- If the customer has a legitimate, material reason to object to Sprinklr's use of a Sub-processor, customer shall notify Sprinklr thereof in writing within fifteen (15) days after receipt of Sprinklr's notice.
- If customer does not object during such time-period, the new Sub-processor(s) shall be agreed and consented to by customer, also according to Clauses 5(h) and 11 of the EU Standard Contractual Clauses.
- If customer objects to the use of the Sub-processor concerned, Sprinklr shall have the right to cure the objection through one of the following options: (i) Sprinklr will abort its plans to use the Sub-processor with regard to customer's personal



data; or (ii) Sprinklr will take the corrective steps requested by customer in its objection (which remove customer's objection) and proceed to use the Sub-processor with regard to customer's personal data; or (iii) Sprinklr may cease to provide or customer may agree not to use (temporarily or permanently) the particular aspect of the service that would involve use of the Sub-processor with regard to customer's personal data.

- "Emergency Replacement" refers to a sudden replacement of a Sub-processor where such change is outside of Sprinklr's reasonable control (such as if the Sub-processor ceases business, abruptly discontinues services to Sprinklr, or breaches its contractual duties owed to Sprinklr). In such case, Sprinklr will inform customer of the replacing Sub-processor as soon as possible and the process to formally appoint such Sub-processor defined above shall be triggered.

