

Motorola Solutions Data Sub-Processors

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Motorola Solutions and its related entities ("Motorola Solutions") use third party companies (each, a "sub-processor") to process personal data on behalf of its customers who have purchased Motorola Solutions products or services, in accordance with those customer instructions; and in strict accordance with the terms of a written contract between Motorola Solutions and the sub-processor.

Motorola Solutions imposes obligations on its sub-processors to implement appropriate technical and organizational measures ensuring that the sub-processing of personal data is protected to the standards required by applicable data protection laws. Further information relating to sub-processor security measures can be found via the external links below.

Duration of processing: For each sub-processor below, processing of personal data will be for the duration that the customer uses and continues to use the applicable service(s), and for the retention periods as set out in customer's agreement with Motorola Solutions.

[Link to Previous Version \(March 2025\)](#)

UPDATES SINCE PREVIOUS VERSION

Products added:	Changes in products and sub-processors:
4RE Interview Room Assist Chat Assist for 911 Avigilon Alta Access Avigilon Alta Cameras Avigilon Alta Cloud Video & Protect Avigilon Decision Management System Avigilon Unity Avigilon Unity Cloud Services Cloud Software Hub DRNsights Insurance Halo Smart Sensors L6A Camera L6D Camera M500E M500 Interview Recording System Pelco Elevate Quinn RapidDeploy Eclipse RapidDeploy Radius & Lightning Rave AppArmor SentryERS SVX Tetra Subscriber Firmware Valencia X8d & X8i VB Companion VB SmartControl	ActiveEye Managed Security Services removed BroadCom Inc. and Corelight Inc. as sub-processors Ally Security Incident Management Software changed location of sub-processor Microsoft from Australia and Asia Pacific Region to United States CAPE Drone Video & Flight Control Software removed Higher Ground and UAvionix as sub-processors VehicleManager Enterprise (formerly Vigilant ClientPortal) changed product name to ClientPortal LPR Parking Enforcement CommandCentral Customer Web Portal removed Elastic as a sub-processor CommandCentral Evidence changed product name to CommandCentral DEMS CommandCentral Records changed product name to CommandCentral Records Management System (RMS) DRN Affiliate Portal, DRN Driven Insights and DRNsights+ each added Google Maps and Google Geocoding Services as sub-processors Flex CAD Management Dashboard changed product name to Flex CAD Flex CAD, Flex Jail, Flex Mobile, Flex Records and Flex Touch Handheld removed BeyondTrust and FairCom as sub-processors Flex Records and Flex Touch Handheld removed Amazon, Inc. as a sub-processor Motorola Gateway to LMR Network (MGLN) removed Google as a sub-processor Noggin Resilience added Atlassian, Bandwidth, Delighted, Fujitsu, Microsoft, MixPanel, optiBPO, Synch, Soprano and TynTec as sub-processors PremierOne CAD Mobile and Records added Lantronix as a sub-processor PScore CIE Platform added services from sub-processor Microsoft Rave Smart911 Citizen Portal added Microsoft as a sub-processor TLK25 (Van Gogh) PCR Device removed Location Tech server as a sub-processor TALKABOUT App added Apple and Google as sub-processors V700 LTE Body Camera removed Apple, Google and Microsoft as sub-processors Vigilant VehicleManager changed product name to VehicleManager Vigilant FaceSearch changed product name to ComparisonManager

Product Name	Sub-processor	Service(s) Provided	Nature and Purpose of Processing	Location(s) of Processing	External Links with More Info
10-21 Police Phone	Amazon.com, Inc.	AWS CommercialCloud; AWS GovCloud; Push notification system	Storage of location data and secure communication portal to the devices	United States	Privacy
	Apple, Inc.	Apple iOS Software; Apple Push Notification (APN) Service - US	Mobile app development and push notification	United States	App development
	Aptum	Aptum Database	Infrastructure as a service	United States	Privacy Policy

	Cloudflare	Cloudflare DDoS Protection	Protects against "Distributed Denial-of-Service (DDoS) Attacks" – a cybercrime in which the attacker floods a server with internet traffic to prevent users from accessing connected online services and sites	United States	Privacy Policy
	Cynch	Cynch Managed Services	Technical support services	United States	Website
	Google LLC	Google Play	Mobile app development and push notification	United States	Privacy Policy
	Heroku	Heroku Video	Cloud application development and operation	United States	Heroku Security, Privacy & Compliance
	Intercom	Intercom	Chatbot, email campaign and transactional messages services	United States	Privacy Policy
	Intuit Inc.	MailChimp	Transactional email provider	United States	Privacy Statement
	Solarwinds Worldwide LLC	Papertrail and Pingdom	Logging and monitoring services for MSI solutions provided to its customers	United States	Trust Center
	Twilio	Twilio Messaging	Two way communication with citizens via SMS	United States	Privacy Notice
	Zapier Inc.	Zapier	Integration application services	Australia	Privacy Policy - Services
	Zendesk, Inc.	Zendesk	Customer Support tool - ticketing system	United States	Privacy Notice
4RE Interview Room	Microsoft Corporation	Azure Government Cloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Trust Center
Active	Amazon.com, Inc.	Amazon Mobile API; AWS GovCloud; AWS Commercial Cloud	Push notification system, storage of location data and secure communication portal to the devices; Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Privacy
	Apple, Inc.	Apple iOS Software	Mobile app development	United States	App development
	Aptum	Aptum Database	Infrastructure as a service	United States	Privacy Policy
	Cloudflare	Cloudflare DDoS Protection	Protects against "Distributed Denial-of-Service (DDoS) Attacks" – a cybercrime in which the attacker floods a server with internet traffic to prevent users from accessing connected online services and sites	United States	Privacy Policy
	Cynch	Cynch Managed Services	Technical support services	United States	Website
	DataDog	DataDog Portal	Cloud monitoring services	United States	Privacy Center
	Google LLC	Google Play	Mobile app development and push notification	United States	Privacy Policy
	Heroku	Heroku Video	Cloud application development and operation	United States	Heroku Security, Privacy & Compliance
	Intercom	Intercom	Chatbot, email campaign and transactional message services	United States	Privacy Policy
	Intuit Inc.	MailChimp	Transactional email provider	United States	Privacy Statement
	Solarwinds Worldwide LLC	Papertrail and Pingdom	Logging and monitoring services for MSI solutions provided to its customers	United States	Trust Center
	Zapier Inc.	Zapier	Integration application services	United States	Privacy Policy - Services
	Zendesk, Inc.	Zendesk	Customer Support tool - ticketing system	United States	Privacy Notice
ActiveEye Managed Security Services	Amazon.com, Inc.	AWS Commercial Cloud; AWS Gov Cloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States; Brazil; Canada; Australia	Privacy
	Crowdstrike	Falcon Insight	Part of MSI's endpoint security investigation solution, monitoring of endpoint activity	United States; Brazil; Canada; Australia	Privacy Notice
	Google LLC	Google Workspace Enterprise (Drive, Gmail, Docs)	Creating customer reports/documents in Google Drive, daily functionality	United States	Privacy Policy
	Neustar	Neustar IP GeoPoint	Provider of IP decisioning data	United States	Privacy Notice
	Okta	Okta Single Sign-on	Multi-factor Authentication service provider for MSI users conducting security services	United States	Privacy Policy
	Palo Alto - US	Cortex XDR; Prisma Cloud	Provider of endpoint detection and response services; process monitoring of ActiveEye users	United States; Brazil; Canada; Australia	Privacy Statement
	Salesforce	Slack	Customer Relationship Management - use of Slack as a messaging tool	United States	Privacy
	ServiceNow	Customer Service Management	Ticketing system for customer support	United States	Services Privacy Statement
	Tenable, Inc.	Tenable.io	Vulnerability assessment solution and scanning apparatus	United States; Brazil; Canada; Australia	Trust and Assurance

	Twilio	SendGrid API	An email service provider through use of an API, allows emails with attachments and confirmation/ acknowledgement requests	United States	Privacy Notice
Airwave Protective Monitoring	Genesys	Genesys Cloud Resource Center; Genesys Cloud Suite	Automation platforms for customer support	United States, United Kingdom	Privacy Policy
	Google LLC	Google Workspace Enterprise (Drive, Gmail, Docs)	Creating customer reports/documents in Google Drive, daily functionality	United States	Privacy Policy
	Palo Alto	Palo Alto Cortex XDR	Cloud based SaaS Anti-Malware product	United States	Privacy Statement
	Splunk, Inc.	Splunk AWS Commercial Cloud	Instance of AWS hardware and platform managed by Splunk, oonly hosts the data; no other processing is conducted by AWS	United Kingdom	Privacy Policy
Ally Security Incident Management Software	Microsoft Corporation	CIE Azure Commercial; CIE Azure GovCloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Trust Center
APX N70	ESRI	ArcGIS Platform	Location services as a platform as a service (PaaS), data, and mapping tools	United States	Trust Center
	Microsoft Corporation	CIE Azure GovCloud, Azure Commercial Cloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States, Australia	Trust Center
	Qualcomm Technologies Inc	Skyhook WiFi Processing	Processes WiFi signal to triangulate location information	United States	Data Privacy Policy
APX Next	ESRI	ArcGIS Platform	Location services as a platform as a service (PaaS), data, and mapping tools	United States	Trust Center
	Microsoft Corporation	CIE Azure GovCloud, Azure Commercial Cloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States, Australia	Trust Center
	Qualcomm Technologies Inc	Skyhook WiFi Processing	Processes WiFi signal to triangulate location information	United States	Data Privacy Policy
Assist Chat	Amazon.com, Inc.	CIE AWS GovCloud; Claude	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data; AI chatbot	United States	Privacy
	Cartesia AI, Inc.	Sonic	Text to voice AI functionality	United States	Privacy Policy
	Deepgram	Speech to Text API	AI platform providing speech to text API	United States	Privacy Policy
	Microsoft Corporation	Redis; Azure Chat GPT	Cache database; AI chatbot	United States	Trust Center
	Google LLC	CPE Google Cloud Commercial; Gemini; Google Workspace Enterprise	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data; AI chatbot	United States	Privacy Policy
	pendo.io, Inc.	Pendo Analytics	Analytics to improve application functionality	United States	Trust Center
Assist for 911	Amazon.com Inc.	Amazon Translate	Translation services for communication between users	United States	Privacy
	Deepgram	Speech to Text API	AI platform providing speech to text API	United States	Privacy Policy
	Microsoft Corporation	CIE Azure GovCloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Trust Center
	RapidSOS	RapidSOS	Location services for mobile phones - used for MSI customer's emergency call handling services	United States	Privacy Policy - Services
ASTRO D-Series / G-Series Site	Google LLC	Google Workspace Enterprise (Drive, Gmail, Docs)	Creating customer reports/documents in Google Drive, daily functionality	United States	Privacy Policy
ASTRO AXS Console	Google LLC	Google Workspace Enterprise (Drive, Gmail, Docs)	Creating reports/documents in Google Drive, daily functionality	United States	Privacy Policy
	Microsoft Corporation	CIE Azure GovCloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Trust Center
ASTRO CPS/RM	Microsoft Corporation	CMSO Azure Commercial Cloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Trust Center
ASTRO SmartConnect	Microsoft Corporation	CIE Azure GovCloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Trust Center

	Google LLC	Google DNS	Resolve domain name to IP address	United States	Privacy Policy
Avigilon Alta Access	Amazon.com, Inc.	Cloud hosting services (EC2, S3, RDS, SQS, IoT MQTT, DynamoDB, Cloud Watch, Lambda, SES, Redshift, Kinesis, API Gateway, AWS WAF)	Cloud hosting	United States, EU	Privacy
	Apple	Apple iOS Software	Host and distribute mobile apps to customers on iOS	United States, EU	App development
	Google	Firebase; Mobile App(s)	Mobile app analytics	United States, EU	Privacy Policy
	Google	Google Analytics	Webapp analytics	United States, EU	Privacy Policy
	Google	Google Play	GCP hosted location data for mobile app	United States, EU	Privacy Policy
	Hubspot	Hubspot CRM and web hosting	Customer marketing	United States	Privacy Policy
	Livekit	LiveKit Cloud	Intercom call processing	United States, Global	Privacy Policy
	Locize	Locize translation service	String translation management	EU	Privacy Policy
	Microsoft Corporation	Cloud hosting services	Speech to text	United States, EU	Trust Center
	New Relic	Web and App	Application performance monitoring	United States	Privacy Policy
	outreach.io	Sales Engagement software	To generate leads for the sales team to close customer deals	United States, EU	Privacy Policy
	Salesforce	Customer support	Solutions and capabilities for managing customer support	United States, EU	Privacy Information
	Seismic	Seismic Enablement Cloud	Store Partner Info	United States, Global	Privacy Policy
	Sentry	Cloud Infrastructure Monitoring	Service to monitor Lambda functions	United States, EU	Privacy Policy
Avigilon Alta Cameras	Apple, Inc.	Apple iOS Software	Mobile app development	United States	App development
	Digital Ocean	Droplets	Virtual machine; cloud storage	United States, Germany, Australia, Singapore, Netherlands, Canada	Privacy Policy
	Google LLC	Android OS	Mobile app development	United States	Privacy Policy
	Salesforce.com, Inc.	Salesforce	Customer contact management system	United States	Privacy Information
	ServiceNow	ServiceNow Customer Service Management	Solutions and capabilities for managing customer support	United States	Services Privacy Statement
	Wasabi Technologies	Wasabi Cloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States, Australia, Canada, Netherlands	Privacy Policy
Avigilon Alta Cloud Video & Protect	Amazon.com, Inc.	Simple Email Service (SES)	Sending email communications	United States	Privacy
	Amazon.com, Inc.	AWS Commercial Cloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Privacy
	Apple, Inc.	Apple iOS Software	Mobile app development	United States	App development
	Digital Ocean	Digital Ocean Droplets	Virtual machine; cloud storage	United States, Germany, Australia, Singapore, Netherlands, Canada	Privacy Policy
	Google Ireland Limited	Google Cloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	Ireland	Privacy Policy
	Google LLC	Google Firebase; Google Cloud; Android	Cloud hosting; Mobile app development	United States	Privacy Policy
	Google LLC	Android OS	Mobile app development	United States	Privacy Policy
	Microsoft Corporation	Intercom Azure	Convert guest users speech into text strings, only Intercom	United States	Trust Center
	Noonlight	Camera Monitoring Service	Verifying video clips, calling users	United States, Australia, Canada	Privacy Policy
	Salesforce.com, Inc.	Salesforce	Customer contact management system	United States	Privacy Information
	ServiceNow	ServiceNow Customer Service Management	Solutions and capabilities for managing customer support	United States	Services Privacy Statement
	Wasabi Technologies	Wasabi Cloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States, Australia, Canada, Netherlands	Privacy Policy
Avigilon Decision Management System	Microsoft Corporation - US	Azure Commercial	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Trust Center
Avigilon Unity	Apple, Inc.	Apple iOS Software	Mobile app development	United States	App development
	Google LLC	Android OS	Mobile app development	United States	Privacy Policy
	Salesforce.com, Inc.	Salesforce	Customer contact management system	United States	Privacy Information

	WhatsApp	WhatsApp	Support and communication tool	United States	Privacy Policy
Avigilon Unity Cloud Services	Elastic	Elastic Cloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States, Canada, Australia	Privacy Statement
	Microsoft Corporation	Azure Commercial	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States, Canada, Australia	Trust Center
	PubNub Inc.	PubNub	Real-time Communication (RTC) Platform	United States, Canada, Australia	Privacy Policy
	Salesforce.com, Inc.	Salesforce	Customer contact management system	United States, Canada, Australia	Privacy Information
	Twilio	Twilio MessagingX; SendGrid	SMS and email service provider	United States, Canada, Australia	Privacy Notice
	WhatsApp	WhatsApp	Support and communication tool	United States, Canada, Australia	Privacy Policy
Calipsa Products Software	Apple, Inc.	Apple iOS Software	Mobile app development	United States	App development
	Amazon.com, Inc.	AWS Commercial Cloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Privacy
	Google LLC	Google Play	Mobile app development and push notification	United States	Privacy Policy
CallStation	Atlassian Software Company	Jira Issue Tracking System	Software development tool and issue tracking system used for customer support	United States	Privacy Policy
	Bandwidth	Bandwidth SMS API	Provider of SMS text messaging services through an API	United States	Privacy Notice
	LinodeE	MSI Data Center	Data center as a configuration repository	United States	Privacy Policy
	RapidSOS	RapidSOS	Location services for mobile phones - used for MSI customer's emergency call handling services	United States	Privacy Policy - Services
	Mozilla	Firefox browser	Web browser used to access software	United States	Privacy Policy
Callyo Investigative Solutions	Amazon.com, Inc.	Amazon Mobile API; AWS GovCloud; AWS Commercial Cloud	Push notification system, storage of location data and secure communication portal to the devices; Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Privacy
	Apple, Inc.	Apple iOS Software	Mobile app development	United States	App development
	Aptum	Aptum Database	Infrastructure as a service	United States	Privacy Policy
	Cloudflare	Cloudflare DDoS Protection	Protects against "Distributed Denial-of-Service (DDoS) Attacks" – a cybercrime in which the attacker floods a server with internet traffic to prevent users from accessing connected online services and sites	United States	Privacy Policy
	Cynch	Cynch Managed Services	Technical support services	United States	Website
	DataDog	DataDog	Cloud monitoring services	United States	Privacy Center
	Flynumber	Virtual Phone Numbers	Provisioning of virtual phone numbers for emergency responders and law enforcement	United States	About Flynumber
	Google LLC	Google Play	Mobile app development and push notification	United States	Privacy Policy
	IBM	IBM Softlayer Database	Provider of Data storage and backup as part of services provided to customers	United States	Trust Center
	Intercom	Intercom	Chatbot, email campaign and transactional message services	United States	Privacy Policy
	Intuit Inc.	MailChimp	Transactional email provider	United States	Privacy Statement
	Okta	Okta Single Sign-on	Multi-factor Authentication service provider for MSI users conducting security services	United States	Privacy Policy
	pendo.io, Inc.	Pendo Analytics	Analytics to improve application functionality	United States	Trust Center
	Recurly, Inc.	Recurly	Subscription and billing platform services	United States	Privacy Policy
	Solarwinds Worldwide LLC	Papertrail and Pingdom	Logging and monitoring services for MSI solutions provided to its customers	United States	Trust Center
	Synology Incorporated	Storage devices sold with customer on-premise solutions	Storage devices sold with customer on-premise solutions	United States	Privacy Statement
	Twilio	Twilio Authy; Twilio MessagingX	Multi-factor authentication service; SMS service	United States	Privacy Notice
	Whooster	Number Intelligence Service	Vulnerability assessment solution and scanning apparatus	United States	Privacy Policy
	Zapier Inc.	Zapier	Integration application services	United States	Privacy Policy - Services
	Zendesk, Inc.	Zendesk	Customer Support tool - ticketing system	United States	Privacy Notice

CAPE Drone Video & Flight Control Software	AirData	AirData UAV	Drone fleet management service	United States	Privacy Policy
	Amazon.com, Inc.	AWS Commercial Cloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Privacy
	Apple, Inc.	Apple iOS Software	Mobile app development	United States	App development
	Google LLC	Google Android; Google Workspace Enterprise (Drive, Gmail, Docs)	Mobile app development and push notification; Used to store minimized operational metrics on the current customers. These metrics include; customer identifier, number of triggers, number of actions, which products are enabled for the customer. Google Cloud Provider used to host services and compute	United States	Privacy Policy
	Google LLC	Google Cloud Platform	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Privacy Policy
	Intercom	Intercom	Chatbot, email campaign and transactional message services	United States	Privacy Policy
	Redis	Redis Labs Cloud Service	Cloud-based Redis-as-a-service for runtime	United States, Europe, Asia	Privacy Policy
	Skysafe	Skysafe Solution	Drone forensic data analysis	United States	Privacy Policy
	Squarespace, Inc.	Squarespace	Website building and hosting SaaS solutions used with MSI solutions	United States	Privacy Policy
Centralized Managed Support Operations - MSST	Twilio	Send Grid API; Twilio MessagingX	Streaming provider for video	United States	Privacy Notice
	Zendesk, Inc.	Zendesk	Customer Support tool - ticketing system	United States	Privacy Notice
	Amazon.com, Inc.	AWS Commercial Cloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Privacy
	BMC Software, Inc	MSST Remedy	Service management software	United States	Trust Center - Privacy
	Genesys	PureCloud Application - CA	Cloud solution to manage customer interactions and support	Canada, United Kingdom	Privacy Policy
	Google LLC	Google Workspace Enterprise (Drive, Gmail, Docs)	Creating customer reports/documents in Google Drive, daily functionality	United States, United Kingdom	Privacy Policy
	Microsoft Corporation	CMSO Azure Commercial; Azure GovCloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Trust Center
	ServiceNow	ServiceNow Customer Service Management	Solutions and capabilities for managing customer support	United Kingdom	Services Privacy Statement
	Splunk, Inc.	Splunk Enterprise Security	Log aggregation for security information and event management	United States	Privacy Policy
CirrusCentral Core	Google LLC	Google DNS	Resolve domain name to IP address	United States	Privacy Policy
	Microsoft Corporation	CIE Azure GovCloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Trust Center
	PagerDuty	On-Call Management	Provider of alerting and scheduling services	United States	Privacy Policy
CirrusCentral Management	Google LLC	Google DNS	Resolve domain name to IP address	United States	Privacy Policy
	Microsoft Corporation	CIE Azure GovCloud; Blob Store; Azure Databas PostgreSQL	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Trust Center
	PagerDuty	On-Call Management	Provider of alerting and scheduling services	United States	Privacy Policy
Cirrus Harmony Portal	Microsoft Corporation	CIE Azure Commercial; CIE Azure GovCloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	Canada, ANZ	Trust Center
	pendo.io, Inc.	Pendo In-App Guides - Pendo Analytics	Analytics to improve application functionality	United States	Trust Center
ClientPortal LPR Parking Enforcement	Amazon.com, Inc.	AWS Commercial Cloud	Storage of license plate images from a SQL database residing on AWS S3 bucket	United States	Privacy
	Experian	Experian Automotive	Provider of data sets of vehicle information	United States	Privacy Center
	Microsoft Corporation	OS and Database Provider	VirtualMachine OS / Server platform and SQL Database	United States	Privacy Statement
	NTT Ltd.	NTT Data Center	Data center for data storage	United States	Privacy Statement
Cloud Software Hub	Google LLC	Google Workspace Enterprise (Drive, Gmail, Docs)	Creating customer reports/documents in Google Drive, daily functionality	United States	Privacy Policy

	Microsoft Corporation	CIE Azure GovCloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Trust Center
	Microsoft Corporation	CIE Azure Commercial Cloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Trust Center
CommandCentral Aware for 911	Microsoft Corporation - US	CIE Azure Commercial (US), CIE Azure GovCloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Trust Center
CommandCentral Aware	ESRI-US	ArcGIS Platform	Location services as a platform as a service (PaaS), data, and mapping tools	United States	Trust Center
	Microsoft Corporation	CIE Azure GovCloud; CIE Azure CCCS; CIE Azure Commercial	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States, Canada; UK; Australia	Trust Center
	RapidSOS	RapidSOS	Location services for mobile phones - used for MSI customer's emergency call handling services	United States	Privacy Policy - Services
CommandCentral CAD	ESRI	ArcGIS Platform	Location services as a platform as a service (PaaS), data, and mapping tools	United States	Trust Center
	Microsoft Corporation	CIE Azure GovCloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Trust Center
CommandCentral Citizen Input	Amazon.com, Inc.	AWS Commercial Cloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Privacy
	ESRI	ArcGIS Platform	Location services as a platform as a service (PaaS), data, and mapping tools	United States	Trust Center
	Microsoft Corporation	CIE Azure Commercial Cloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Trust Center
	RapidSOS	RapidSOS	Location services for mobile phones - used for MSI customer's emergency call handling services	United States	Privacy Policy - Services
	Sinch	Sinch Messaging	Sinch messaging service	United States	Privacy Policy
CommandCentral Community	Facebook	Facebook Post Feed	Display posts from connected Facebook account	United States	Privacy Center
	Family WatchDog	Family WatchDog	Lookup service of registered sex offenders	United States	Privacy Policy
	Kofile	GovOS Studio	Third party cloud-based tool for transforming PDF and paper-based processes into online services	United States	Privacy Policy
	Microsoft Corporation	Microsoft Identity Provider	Identity provider service for CityProtect	United States	Trust Center
	Microsoft Corporation	Cosmos DB	Database storing submission data	United States	Trust Center
	MongoDB	Atlas Database	Database storing service data	United States	Trust Center
	Twilio	Twilio MessagingX	SMS service	United States	Privacy Notice
	X (Formerly Twitter)	X (Formerly Twitter) Post Feed	Display posts from connected X account	United States	Privacy Policy
CommandCentral Community - CityProtect	Apple	Apple ID	Identity provider service for CityProtect	United States	Privacy Policy
	ESRI	ArcGIS Platform	Location services as a platform as a service (PaaS), data, and mapping tools	United States	Trust Center
	Facebook	Facebook identity provider	Identity provider service for CityProtect	United States	Privacy Center
	Family WatchDog	Family WatchDog	Lookup service of registered sex offenders	United States	Privacy Statement
	Google LLC	Google Identity Provider	Identity provider service for CityProtect	United States	Privacy Policy
	LinkedIn	LinkedIn OpenID Connect	Identity provider service for CityProtect	United States	Privacy Policy
	Microsoft Corporation	Azure AD B2C	Azure Cloud based Identity Provider used for Customer user and/or Citizen user authentication	United States	Trust Center
	Microsoft Corporation	Microsoft Identity Provider; Postgre SQL	Identity provider service for CityProtect; Database storing Citizen account profiles	United States	Trust Center
	MongoDB	Atlas Database	Database storing citizens profiles for camera registration - CommandCentral Community	United States	Trust Center
	Twilio	Twilio MessagingX	SMS service	United States	Privacy Notice
	X (Formerly Twitter)	X (Formerly Twitter) Identity Provider	Identity provider services with CityProtect	United States	Privacy Policy
CommandCentral Customer Web Portal	Microsoft Corporation	Azure Database PostgreSQL; Azure MongoDB Atlas; Azure Event Hub; CIE Azure; CIE Azure Commercial & Azure GovCloud	Conducting data analysis to improve products and services; Azure Cloud provides the ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Trust Center

	Twilio	Send Grid API	An email service provider through use of an API, allows emails with attachments and confirmation/acknowledgement requests	United States	Privacy Notice
CommandCentral DEMS	Elastic	The Elastic Stack	Database storage and visualization	United States	Product Privacy Statement
	ESRI	ArcGIS Platform	Location services as a platform as a service (PaaS), data, and mapping tools	United States	Trust Center
	Microsoft Corporation	CIE Azure CCCS - CA; CIE Azure GovCloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	Canada, United States	Trust Center
	pendo.io, Inc.	Pendo Analytics	Analytics to improve application functionality	United States	Trust Center
	Twilio	Send Grid API	An email service provider through use of an API, allows emails with attachments and confirmation/acknowledgement requests	United States	Privacy Notice
CommandCentral MDT Manager	Microsoft Corporation	CIE Azure Commercial; CIE Azure GovCloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Trust Center
CommandCentral Notify	ESRI	ArcGIS Platform	Location services as a platform as a service (PaaS), data, and mapping tools	United States	Trust Center
	Microsoft Corporation	CIE Azure Commercial; CIE Azure GovCloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Trust Center
	Twilio	Twilio MessagingX	Multi-factor authentication service; SMS service	United States	Privacy Notice
CommandCentral Records Management System (RMS)	Microsoft Corporation	CIE Azure GovCloud; CIE Azure Gov Cloud Cosmos DB; CIE Azure CCCS -	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States, Canada	Trust Center
	Twilio	Send Grid API	An email service provider through use of an API, allows emails with attachments and confirmation/ acknowledgement requests	United States	Privacy Notice
CommandCentral Responder	Apple, Inc.	App Store	Provides public access to application	United States	App development
	ESRI	ArcGIS Platform	Location services as a platform as a service (PaaS), data, and mapping tools	United States	Trust Center
	Google LLC	Play Store	Provides public access to application	United States	Privacy Policy
	Microsoft Corporation	CIE Azure GovCloud; CIE Azure CCCS CA	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States, Canada	Trust Center
CommandCentral Router	Amazon.com, Inc.	AWS Commercial Cloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Privacy
	Broadcom, Inc. (acquired VMWare, Inc.)	VMWare SD-WAN	Performance, security, visibility, and control over public internet and privacy networks	United States	Privacy
	Intrado Life & Safety, Inc.	Emergency Call Tracking System	911 Call Reporting System that provides real-time reporting analytics to the 911 industry. VESTA 9-1-1 sends Call Detail Records (CDR) to this system	United States, Canada	Privacy Policy
	Microsoft Corporation	CIE Azure Commercial	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Trust Center
	Sinch	Inteliquent	Provider of call transfers between MSI and Customer for emergency call handling services	United States	Privacy Policy
ComparisonManager	NTT	Data Center Managed by Vigilant - leased data center in VA	Data center sites for storage of data managed by Vigilant	United States; United Kingdom	Data Privacy & Protection
	Tessera Data, Inc.	Community Criminal Database (formerly Themis Mugshot Data)	The data is provided by Tessera Data, Inc. (formerly Themis) and stored on system to provide services to customers	United States	Privacy Policy - Website Tessera Data Website
	Twilio	Twilio , SendGrid SDKs	Send Email, SMS	United States	Privacy Notice
Critical Connect Interoperability & Wave PTX	Amazon.com, Inc.	AWS SES	Email platform used to email end users for password reset or user onboarding	United States	Privacy
	Apple, Inc.	Apple Push Notification (APN) Service	Push notification	United States	Privacy Policy
	Databank	Databank datacenters	MSI US datacenter for WAVE	United States	Privacy Policy - Website & GDPR
	Google LLC	Google Maps	User's latitude and longitude to pinpoint on map as part of product operation	United States	Privacy Policy

	Microsoft Corporation	Azure Public Cloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	Brazil, Canada, Ireland, Netherlands	Privacy Policy
	Segra	Segra Data Centers	Data Centers for Critical Connect and WAVE systems hosted in the US	United States	Privacy Policy
Curve (Curve) PCR Device	Microsoft Corporation	CIE Azure Commercial	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Trust Center
CustomerHub / Partnerhub	360 Insights	Empower Rewards	Processing and payment of incentives	Canada	Privacy Policy
	Ansira	Brand Muscle	Marketing and service development for partners	United States	Privacy Policy
	Cornerstone OnDemand	Learning Experience (LxP)	Training and documentation portal	United States	Privacy Policy
	Infosys	Development Support	Development support	India	Privacy Statement
	Salesforce	ServiceNow; Salesforce	Customer Relationship Management - customer support	United States	Privacy
	StructuredWeb	Marketing Center	Marketing and co-branding assets for partner use	United States	Privacy Policy
	Tata Consulting Services	MSI internal IT Contractors	IT Support Services for DRN Zayo Data Center	India	Privacy Notice
Cybersecurity Commercial Assessment Services	Adobe	Adobe Acrobat Pro Delta	Ability to read, edit and create .pdf files	United States	Privacy
	Google LLC	Google Workspace Enterprise (Drive, Gmail, Docs)	Creating customer reports/documents in Google Drive, daily functionality	United States	Privacy Policy
	Ivanti - formerly Pulse Secure, Inc.	Pulse Secure Remote ACommandCentraless	Remote access services used as part of MSI customer support services	United States	Privacy Policy
	Microsoft Corporation	Microsoft 365 Business	Creating customer reports/documents in Microsoft 365, daily functionality	United States	Trust Center
	Nitro Software Inc.	Nitro PDF Software	Services for .pdfs - viewing, editing and securing documents	United States	Privacy Policy
	PlexTrac, Inc.	PlexTrac Reports	Reporting module	United States	Privacy Policy
Cybersecurity Penetration Testing	Google LLC	Google Workspace Enterprise (Drive, Gmail, Docs)	Creating customer reports/documents in Google Drive, daily functionality	United States	Privacy Policy
	HelpSystems	CobaltStrike	Network security testing	United States	Privacy Policy
	Jason A. Donenfield	Wireguard VPN	Cross-network Virtual Private Network (VPN) service	United States	
	Microsoft Corporation	Delta Azure Commercial Cloud; Microsoft 365 Business	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data; 365 Business - Productivity cloud providing various business and consumer services	United States	Trust Center
	Nitro Software Inc.	Nitro PDF Software	Services for .pdfs - viewing, editing and securing documents	United States	Privacy Policy
	Offensive Security	Kali Linux	Used for MSI Cybersecurity Penetration Services	United States	Privacy Policy
	Portswigger Ltd.	Burp Suite Enterprise Edition	Automated web vulnerability scanning	United States	Privacy Notice
	Tenable, Inc.	Nessus: Vulnerability assessment solution	Vulnerability assessment solution and scanning apparatus	United States	Trust and Assurance
DRN Affiliate Portal	Amazon.com, Inc.	AWS Commercial Cloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Privacy
	Google LLC	Google Maps	User's latitude and longitude to pinpoint on map as part of product operation	United States	Privacy Policy
	Google LLC	Google Geocoding Services	Converting addresses into geographic coordinates	United States	Privacy Policy
	MBSi Corp.	Recovery Connect	Case management software for reposessors	United States	Privacy
	Recovery Database	Recovery Database Network	Case management software for reposessors	United States	Privacy
	Zayo Group LLC	Zayo Data Center	Contains DRN servers for management	United States	Privacy
DRN Driven Insights	Amazon.com, Inc.	AWS Commercial Cloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Privacy
	Atlassian Software Company	Jira Issue Tracking System	Software development tool and issue tracking system used for customer support	United States	Privacy Policy
	Data Axle	Consumer marketing data	Provider of consumer marketing data	United States	Privacy Policy
	Databank	Databank Data Center	Data Center	United States	Privacy Policy - Website & GDPR
	Experian	Experian Automotive	Provider of data sets of vehicle information	United States	Privacy Center
	Google LLC	Google Maps	User's latitude and longitude to pinpoint on map as part of product operation	United States	Privacy Policy
	Google LLC	Google Geocoding Services	Converting addresses into geographic coordinates	United States	Privacy Policy

DRNsights+	Amazon.com, Inc.	AWS Commercial Cloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Privacy
	Atlassian Software Company	Jira Issue Tracking System	Software development tool and issue tracking system used for customer support	United States	Privacy Policy
	Databank	Databank Data Center	Data Center	United States	Privacy Policy - Website & GDPR
	Experian	Experian Automotive	Provider of data sets of vehicle information	United States	Privacy Center
	Google LLC	Google Maps	User's latitude and longitude to pinpoint on map as part of product operation	United States	Privacy Policy
	Google LLC	Google Geocoding Services	Converting addresses into geographic coordinates	United States	Privacy Policy
	LocateSmarter, LLC	Collision quotes and skiptrace data	Investigative solutions for debt recovery and fraud prevention	United States	Privacy Policy
	National Insurance Crime Bureau (NICB)	VINCheck tool	Provider of database queries of VIN numbers	United States	Privacy Policy - Website
	Tata Consulting Services	MSI internal IT Contractors	IT Support Services for DRN Zayo Data Center	India, United States	Privacy Notice
DRNsights Insurance	Amazon.com , Inc.	AWS Commercial Cloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Privacy
	Atlassian Software Company	Jira Issue Tracking System	Software development tool and issue tracking system used for customer support	United States	Privacy Policy
	Databank	Databank Data Center	Data Center	United States	Privacy Policy - Website & GDPR
	Experian	Experian Automotive	Provider of data sets of vehicle information	United States	Privacy Center
	Google LLC	Google Maps	User's latitude and longitude to pinpoint on map as part of product operation	United States	Privacy Policy
	Google LLC	Google Geocoding Services	Converting addresses into geographic coordinates	United States	Privacy Policy
	Tata Consulting Services	MSI internal IT Contractors	IT Support Services for DRN Zayo Data Center	United States	Privacy Notice
Emergency Call Handling Multimedia Gateway Simulator	Amazon.com, Inc.	AWS Commercial Cloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Privacy
	Google LLC	Google Cloud Platform (US)	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Privacy Policy
	Microsoft Corporation	CIE Azure Commercial	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Trust Center
Envysion	Apple, Inc.	Apple iOS Software	Mobile app development	United States	App development
	Amazon.com, Inc.	AWS Commercial Cloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Privacy
	Atlassian Software Company	Jira Issue Tracking System	Software development tool and issue tracking system used for customer support	United States	Privacy Policy
	Files.com	SFTP Server	SFTP connection services	United States	Privacy Policy
	Google LLC	Android OS	Mobile app development	United States	Privacy Policy
	Noonlight	Dispatch API; Video Monitoring	Dispatch APIs for businesses; video monitoring services for first responders and PSAPs	United States	Privacy Policy
	Salesforce.com, Inc.	Ticketing System for support	Customer Relationship Management - customer support	United States	Privacy
	TrinWare Twilio	TrinWare Hardware Services Sendgrid Email	Provide services for leased DVRS Email services	United States United States	Privacy Privacy Notice
Flex CAD	Microsoft Corporation	CIE Azure GovCloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Trust Center
	RapidSOS	RapidSOS	Location services for mobile phones - used for MSI customer's emergency call handling services	United States	Privacy Policy - Services
Flex Jail	Microsoft Corporation	CIE Azure GovCloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Trust Center
Flex Mobile	Amazon.com, Inc.	AWS GovCloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Privacy
Flex Records	ESRI	ArcGIS Platform	Location services as a platform as a service (PaaS), data, and mapping tools	United States	Trust Center

	Microsoft Corporation	CIE Azure GovCloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Trust Center
Flex Touch Handheld	Apple, Inc.	Apple iOS Software	Mobile app development	United States	App development
	Google LLC	Google Play	Mobile app development and push notification	United States	Privacy Policy
Halo Cloud	Amazon.com, Inc.	AWS Commercial Cloud; Email Service	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States; Canada	Privacy
	Apple, Inc.	Apple iOS Software	Mobile app development and push notification	United States	App development
	Atlassian Software Company	Jira Issue Tracking System	Software development tool and issue tracking system used for customer support	United States	Privacy Policy
	Codic	Security Consultant	Backend support	United States	Privacy Policy
	Google LLC	Google Play	Mobile app development and push notification	United States	Privacy Policy
	New Relic	New Relic	Cloud monitoring service	United States	Privacy Policy
Halo Smart Sensors	Atlassian Software Company	Jira Issue Tracking System	Software development tool and issue tracking system used for customer support	United States	Privacy Policy
L6A Camera	Google LLC	Google Maps	Geospatial services	United States	Privacy Policy
	Microsoft Corporation	Azure Commercial cloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Trust Center
L6D Camera	Google LLC	Google Maps	Geospatial services	United States	Privacy Policy
	Microsoft Corporation	Azure Commercial cloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Trust Center
M500E	Apple, Inc.	Apple iOS Software	Mobile app development	United States	App development
	Google LLC	Google Android	Mobile app development and push notification	United States	Privacy Policy
M500 Interview Recording System	Microsoft	Azure GovCloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Trust Center
Motorola Edge Node	Microsoft Corporation	CIE Azure Commercial	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Trust Center
Motorola Gateway to LMR Network (MGLN)	Microsoft Corporation	CIE Azure Commercial	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States, Canada	Trust Center
Motorola Solutions Facility	EVODC, LLC (dba Google LLC	INAP Datacenters	Co-lo datacenters managed by MSI	United States	Privacy Policy
		Google Analytics; Google Maps	Analytics tracking website traffic and engagement; in product map API for defining geo boundaries	United States	Privacy Policy
	Mapbox	Mapbox gl version 3.3.0	In product map API for defining geo boundaries	United States	Privacy Policy
	RapidSOS	RapidSOS	Location services for mobile phones - used for MSI customer's emergency call handling services	United States	Privacy Policy - Services
	WalkMe Software Company	Guidance Creation	Customized guidance creation of flow of work for users	United States	Privacy Policy
	Zendesk, Inc.	Zendesk Services	Customer Support tool - ticketing system	United States	Privacy Notice
MOTOTRBO Infrastructure	Amazon.com, Inc.	AWS SES	Email platform used to email end users for password reset or user onboarding	United States	Privacy
	Google LLC	Google Workspace Enterprise (Drive, Gmail, Docs)	Used to store minimized operational metrics on the current customers. These metrics include: customer identifier, number of triggers, number of actions, which products are enabled for the customer	United States, Canada	Privacy Policy
	Microsoft Corporation	Azure Public Cloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States, Canada	Trust Center
MOTOTRBO ION Radio	AT&T Communications	Cellular service	Service Provider of cellular services	United States	Privacy Center
	Google LLC	Google Android; Google Play; Google Workspace Enterprise (Drive, Gmail, Docs)	Mobile app development and push notification; used to store minimized operational metrics on the current customers. These metrics include: customer identifier, number of triggers, number of actions, which products are enabled for the customer	United States	Privacy Policy
	Verizon	Cellular service	Service Provider of cellular services	United States	Privacy Policy
MOTOTRBO R7 Series	AT&T Communications	Cellular service	Service Provider of cellular services	United States	Privacy Center

	Microsoft Corporation	Azure	IoT, data storage for upgrade package	United States	Trust Center
MOTOTRBO Two-Way Radio Infrastructure	Google LLC	Google Applications	Storage logs and customer support	United States	Privacy Policy
	Microsoft Corporation - US, CA	CIE Azure Commercial	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States, Canada	Trust Center
MSI Messaging	Microsoft Corporation	CIE Azure GovCloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Trust Center
MXP7000 and MXM7000 TETRA Solutions	Google LLC	Google Android; Google Workspace Enterprise (Drive, Gmail, Docs)	Mobile app development and push notification; used to store minimized operational metrics on the current customers. These metrics include: customer identifier, number of triggers, number of actions, which products are enabled for the customer	United States	Privacy Policy
Nitro Wireless Broadband	Microsoft Corporation - US	CIE Azure Commercial	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Trust Center
Noggin Resilience	Amazon.com, Inc.	AWS Commercial Cloud; AWS GovCloud - AU	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	Australia, US, Canada, Dublin, UAE, and United Kingdom	Privacy
	Apple, Inc.	Apple iOS Software	Mobile app development	United States	App development
	Atlassian Software Company	Jira Issue Tracking System	Software development tool and issue tracking system used for customer support	United States	Privacy Policy
	Bandwith	Bandwith SMS API	SMS provider	United States	Privacy Notice
	Delighted	Delighted CX	Customer experience survey product	United States	Privacy Statement
	ESRI	ArcGIS Platform	Geocoding services	United States	Trust Center
	Fujitsu	Data center	Data storage	Australia	Privacy Policy
	Google LLC	Andriod OS; Google Workspace	Mobile app development	United States	Privacy Policy
	Microsoft	Entra ID	Identity and access management	United States	Trust Center
	MixPanel	Product analytics	User experience research and insight	United States	Privacy Statement
	optiBPO	Customer and developer support	Customer and developer support	Philippines	Website
	RingRing	SMS and Voice Communication	Provider of service to send automated alerts via text and voice call	Belgium	Privacy Policy
	Sinch	Sinch Messaging	SMS provider	United Kingdom	Privacy Notice
	Soprano	SMS API	SMS provider	Australia	Privacy Policy
	Twilio	Twilio MessagingX; SendGrid API	An email service provider through use of an API, allows emails with attachments and	United States	App development
	TynTec	SMS provider	SMS provider	United Kingdom, Germany	Privacy Statement
Orchestrate	Microsoft Corporation - US	CIE Azure Commercial; Azure Storage; CIE Azure GovCloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States, Canada, Singapore	Trust Center
	pendo.io, Inc.	Pendo In-App Guides - Pendo Analytics	Analytics to improve application functionality	United States	Trust Center
	Salesforce.com, Inc.	Tableau	Customer Relationship Management - visual analytics tool	United States	Privacy
	Twilio	Send Grid API	An email service provider through use of an API, allows emails with attachments and confirmation/ acknowledgement requests	United States	Privacy Notice
Pelco Elevate	Amazon	AWS Commercial Cloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Privacy
	Google	reCaptcha; Google Workspace	Protect websites from spam and abuse; Creating customer reports/documents in Google Drive, daily functionality	United States	Privacy Policy
	Microsoft	Microsoft Clarity	Web analytics tool	United States	Trust Center
Pelco VideoXpert	Apple, Inc.	Apple iOS Software	Mobile app development	United States	App development
	Google LLC	Google Play	Mobile app development and push notification	United States	Privacy Policy
	Salesforce.com, Inc.	Ticketing System for support	Customer Relationship Management - customer support	United States	Privacy
PremierOne CAD Mobile and Records	Apple, Inc.	Apple iOS Software	Mobile app development	United States	App development
	Arista Networks, Inc.	Network switches	Data packets between devices	United States	Privacy Policy

	Broadcom, Inc. (acquired VMWare, Inc.)	ESXI OS and other Virtualization tools	Hypervisor and VM management tools	United States	Trust Center
	CommSys	CJIS Access	Query service to the FBI NCIC and State Systems	United States	CJIS Access
	f5, Inc.	f5 Load Balancer	Load balancer	United States	Privacy Notice
	Fortinet, Inc.	Fortigate Firewall	Used to control data flow in and out of P1 CAD On-Prem Servers	United States	Privacy
	Google LLC	Android OS	Mobile app development	United States	Privacy Policy
	Hewlett Packard Enterprise Inc.	HPE Storage Products and Compute	Provider of Compute Servers and storage products for data storage including backups provided with some MSI solutions	United States	Privacy Statement
	Lantronix	Device server	Critical device connectivity	United States	Privacy Policy
	Microsoft Corporation	Windows Server and SQL Server	Windows Server OS and MS SQL Server	United States	Trust Center
	RapidSOS	RapidSOS	Location services for mobile phones - used for MSI customer's emergency call handling services	United States	Privacy Policy - Services
PremierOne Records Management	Apple, Inc.	Apple iOS Software	Mobile app development	United States	App development
	Broadcom, Inc.	VMWare Site REcovery Manager	Automate orchestration of failover and failback to minimize downtime	United States	Trust Center
	CommSys	CJIS Access	Query services against FBI NCIC and State Systems for Law Enforcement	United States	CJIS Access
	f5, Inc.	f5 Load Balancer	Load balancer	United States	Privacy Notice
	Fortinet, Inc.	Fortigate Firewall	Used to control data flow in and out of P1 CAD On-Prem Servers	United States	Privacy
	Google LLC	Android OS	Mobile app development	United States	Privacy Policy
	Hewlett Packard Enterprise Inc.	HP Servers	Provider of Compute Servers and storage products for data storage including backups provided with some MSI solutions	United States	Privacy Statement
	Microsoft Corporation	Windows Server and SQL Server	Windows Server OS and MS SQL Server	United States	Trust Center
Pronto Mobile Application	ESRI	ArcGIS Platform	Geocoding services	United Kingdom	Trust Center
	Google LLC	Google Drive	UK Drive for storage of logs	United Kingdom	Privacy Policy
	Microsoft Corporation	Azure Commercial Cloud (Pronto and CIE Azure)	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United Kingdom	Trust Center
PScore CIE Platform	Apple, Inc	Apple Push Notification (APN) Service, Apple iOS Software	Push notification; mobile app development	United States	App development
	Atlassian Software Company	Jira Issue Tracking System	Software development tool and issue tracking system used for customer support	United States	Privacy Policy
	Microsoft Corporation	Azure Cloud; AD B2C; Azure Service Bus	Cloud Platform; Identity Provider for user authentication; Message broker	United States	Trust Center
	Salesforce.com, Inc.	Slack	Customer Relationship Management - use of Slack as a messaging tool	United States	Privacy
PScore Mobile Apps Platform	Amazon.com, Inc. - AU	AWS Commercial Cloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	Australia	ANZ Privacy & Compliance
	Apple, Inc.	Apple iOS Software	Mobile app development	United States	App development
	Atlassian Software Company - AU	Jira Issue Tracking System - AU	Software development tool and issue tracking system used for customer support	Australia	Privacy Policy
	Google LLC	Google Play	Application store for Android mobile devices	United States	Privacy Policy
	KeyCloak	Keycloak Identity and Access Management	Authentication and authorization tool	Australia	Security Policy
	Microsoft Corporation - AU	Azure AD B2C - AU	Azure Cloud based Identity Provider used for Customer user and/or Citizen user authentication	United States	Trust Center
	Palo Alto - Australia	Palo Alto VPN Software	VPN provider	Australia	Privacy Statement
Public Safety Threat Alliance	Cyware Labs Inc.	Cyware CSAP, CTIX, and Enterprise Mobile App	Situational Awareness Platform, Threat Intelligence Platform, and mobile application	United States	Privacy
	Salesforce.com, Inc.	Salesforce	Customer Relationship Management - customer support	United States	Privacy
Quinn	Rackspace Technology	Rackspace Managed Hosting	Managed cloud hosting	United Kingdom	Privacy Notice

	Twilio	Twilio Messaging Service	Centralizing messaging platform	United States	Privacy Notice
RadioCentral Cloud Native	Microsoft Corporation	CIE Azure Commercial	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	Australia; Canada	Trust Center
	Microsoft Corporation	CIE Azure GovCloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Trust Center
RapidDeploy Eclipse	Apple	Apple iOS Software	Mobile app development	United States	App development
	Cloudflare	Cloudflare	DDoS protection	United States	Privacy Policy
	Datadog	Datadog	Cloud monitoring service	United States	Privacy Center
	Google	Google Play	Mobile app development	United States	Privacy Policy
	Microsoft Corporation	CIE Azure GovCloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Trust Center
	Okta	Okta Multi-Factor Authentication	Authentication and authorization tool	United States	Privacy Policy
	Zendesk, Inc.	Zendesk	Customer support	Global - US; South Africa	Privacy Notice
RapidDeploy Radius & Lightning	Apple	Apple iOS Software	Mobile app development	United States	App development
	Cloudflare	Cloudflare	DDoS protection	United States	Privacy Policy
	Datadog	Datadog	Cloud monitoring service	United States	Privacy Center
	EMQ Technologies	EMQX Platform	Message Queueing TelemetryTransport (MQTT) services	United States	Privacy Policy
	FullStory Inc.	Session Replay	User insights and analytics	United States	Privacy Policy
	Google	Google Play	Mobile app development	United States	Privacy Policy
	Microsoft Corporation	CIE Azure GovCloud, Redis	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Trust Center
	Okta	Okta Multi-Factor Authentication	Authentication and authorization tool	United States	Privacy Policy
	pendo.io, Inc.	Pendo Analytics	User insights and analytics	United States	Trust Center
	Twilio	Twilio MessagingX; SendGrid	SMS and email service provider	United States	Privacy Notice
	Zendesk, Inc.	Zendesk	Customer support	Global - US; South Africa	Privacy Notice
Rave Alert	Alcatel-Lucent Enterprise (ALE) - US	Desktop Notifier	Desktop application enabling user to receive alerts	United States	Privacy
	Apple, Inc.	Apple iOS Software	Mobile app development	United States	App development
	Elastic	Elastic Cloud	SQL database storage	United States	Product Privacy Statement
	EVODC, LLC (dba Evocative)	INAP Datacenters	Co-located datacenters managed by MSI	United States	Privacy Policy
	Google LLC	Google Play	Mobile app development	United States	Privacy Policy
	Google LLC	Google Speech Recognition & Synthesis	Text-to-speech functionality	United States	Privacy Policy
	Microsoft Corporation	Microsoft Speech Service	Text-to-speech functionality	United States	Trust Center
	PagerDuty, Inc.	On-Call Management	Provider of alerting and scheduling services	United States	Privacy Policy
	Zendesk, Inc.	Zendesk	Customer Support tool - ticketing system	United States	Privacy Notice
Rave AppArmor	Apple	Apple iOS Software	Mobile app development	United States	App development
	Google	Google Android	Mobile app development and push notification	United States	Privacy Policy
	Microsoft	Azure Commercial Cloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States, Canada	Trust Center
	PagerDuty, Inc.	On-Call Management	Provider of alerting and scheduling services	United States	Privacy Policy
	Twilio	Twilio MessagingX; SendGrid	SMS and email service provider	United States	Privacy Notice
	Zendesk, Inc.	Zendesk	Customer Support tool - ticketing system	United States	Privacy Notice
Rave Link	Amazon.com, Inc.	AWS Gov Cloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Privacy
	Microsoft	CIE Azure GovCloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Trust Center
	RapidSOS	RapidSOS	Location services for mobile phones - used for MSI customer's emergency call handling services	United States	Privacy Policy - Services
Rave Panic Button	Apple, Inc.	Apple iOS Software	Mobile app development	United States	App development

	Bugsee	Bugsee	Mobile app tech support and development	United States	Privacy Policy
	EVODC, LLC (dba Evocative)	INAP Datacenters	Co-lo datacenters managed by MSI	United States	Privacy Policy
	Google LLC	Google Analytics; Google Maps	Analytics tracking website traffic and engagement; in product map API for defining geo boundaries	United States	Privacy Policy
	WalkMe Software Company	Guidance Creation	Customized guidance creation of flow of work for users	United States	Privacy Policy
	Zendesk, Inc.	Zendesk	Customer Support tool - ticketing system	United States	Privacy Notice
Rave Smart911 Citizen Portal	Apple, Inc.	Apple iOS Software	Mobile app development	United States	App development
	EVODC, LLC (dba Evocative)	INAP Datacenters	Co-lo datacenters managed by MSI	United States	Privacy Policy
	Google LLC	Google Play; Google Analytics	Mobile app development and analytics	United States	Privacy Policy
	Mapbox	Mapbox gl version 3.3.0	In product map API for defining geo boundaries	United States	Privacy Policy
	Microsoft	CIE Azure Commercial	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Trust Center
	RapidSOS	RapidSOS	Location services for mobile phones - used for MSI customer's emergency call handling services	United States	Privacy Policy - Services
	Zendesk, Inc.	Zendesk	Customer Support tool - ticketing system	United States	Privacy Notice
Secure Communications Central Basic	Google LLC	Google Workspace Enterprise (Drive, Gmail, Docs)	Used to store escalation related logs, as well as documentation	United States	Privacy Policy
	Microsoft Corporation	CIE Azure GovCloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Trust Center
SentryERS	Amazon.com Inc.	AWS Commercial Cloud; AWS Simple Email Service	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data; email for mass user notification	United States	Privacy
	Atlassian	JIRA Issue Tracking System	Software development tool and issue tracking system used for customer support	United States	Privacy Policy
	Google	Google Workspace Enterprise	Used to store minimized operational metrics on the current customers. These metrics include; customer identifier, number of triggers, number of actions, which products are enabled for the customer.	United States	Privacy Policy
	Microsoft	Azure Commercial Cloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Trust Center
	Sinch	ClickSend	SMS for mass user notification	United States	Privacy Policy
SmartControl	Google LLC	Google Play	Mobile app development and push notification	United States	Privacy Policy
	Apple	Apple iOS Software	Mobile app development	United States	App development
	Google LLC	Google Workspace Enterprise (Drive, Gmail, Docs)	Used to store minimized operational metrics on the current customers. These metrics include; customer identifier, number of triggers, number of actions, which products are enabled for the customer.	United States	Privacy Policy
	pendo.io, Inc.	Pendo Analytics	Analytics to improve application functionality	United States	Trust Center
Stryker TETRA Radio	Google LLC	Google Applications	Storage logs and customer support	United States	Privacy Policy
SVX	Apple	Apple iOS Software	Mobile app development	United States	App development
	Google LLC	Android OS Software	Mobile app development	United States	Privacy Policy
	Microsoft Corporation	CIE Azure GovCloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Trust Center
TALKABOUT App	Amazon.com, Inc.	AWS Commercial Cloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Privacy
	Apple, Inc.	Apple iOS Software	Mobile app development	United States	App development
	Google LLC	Google Play	Mobile app development and push notification	United States	Privacy Policy
Tetra Subscriber Firmware	Google LLC	Google Workspace Enterprise (Drive, Gmail, Docs)	Used to store minimized operational metrics on the current customers. These metrics include; customer identifier, number of triggers, number of actions, which products are enabled for the customer.	United States	Privacy Policy

Theia Monitoring System	Amazon.com, Inc.	AWS Commercial Cloud	MSI's managed AWS commercial cloud infrastructure used for MSI products and services being sold to the commercial market	United States	Privacy
	Elastic	Elastic Cloud	SQL database storage	United States	Product Privacy Statement
	Google LLC	Google Relay Service	Service to generate and send email alerts	United States	Privacy Policy
TLK25 PCR Device	Qualcomm Technologies Inc	Skyhook WiFi Processing	Processes WiFi signal to triangulate location information	United States	Data Privacy Policy
Unified Recorder Solution	Amazon.com, Inc.	AWS Commercial Cloud; AWS GovCloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States; Australia; Canada	Privacy
	Couchbase, Inc.	Couchbase Lite	NoSQL cloud database	United States	Privacy Policy
	Hewlett Packard Enterprise Inc.	HPE Server & Storage Products	Provider of storage products for data storage including backups provided with some MSI solutions	United States	Privacy Statement
V700 LTE Body Camera	Bell Canada	LTE Services	Provider of LTE Services	Canada	Privacy Policy
Valencia X8d & X8i	Salesforce	Ticketing System for support	Customer Relationship Management - customer support	United States	Privacy
VB Companion	Google LLC	Google Play	Mobile app development and push notification	United States	Privacy Policy
	Google LLC	Google Workspace Enterprise (Drive, Gmail, Docs)	Used to store minimized operational metrics on the current customers. These metrics include: customer identifier, number of triggers, number of actions, which products are enabled for the customer.	United States	Privacy Policy
VB SmartControl	Google LLC	Google Play	Mobile app development and push notification	United States	Privacy Policy
	Apple	Apple iOS Software	Mobile app development	United States	App development
	Google LLC	Google Workspace Enterprise (Drive, Gmail, Docs)	Used to store minimized operational metrics on the current customers. These metrics include: customer identifier, number of triggers, number of actions, which products are enabled for the customer.	United States	Privacy Policy
VESTA 9-1-1 Outbound Text	Atlassian Software Company	Jira Issue Tracking System	Software development tool and issue tracking system used for customer support	United States, Canada	Privacy Policy
	Audio Codes Limited	Voice over Internet Protocol (VoIP) gateway	Voice Over Internet Protocol (VOIP) gateway device connecting to nonVOIP telephony network	United States, Canada	Privacy Policy
	Google LLC	Google Workspace Enterprise (Drive, Gmail, Docs)	Used to store minimized operational metrics on the current customers. These metrics include: customer identifier, number of triggers, number of actions, which products are enabled for the customer	United States, Canada	Privacy Policy
	RapidSOS	RapidSOS	Location services for mobile phones - used for MSI customer's emergency call handling services	United States, Canada	Privacy Policy - Services
VESTA Communicator	Evoque Data Center Solutions	Evoquedcs Data Center - US	Data center site for storage of data managed by VESTA	United States	Privacy Policy
	Flexential Corporation	Flexential Data Center	Data center site for storage of data managed by VESTA	United States	Privacy Notice
	Microsoft Corporation - US	CIE Azure Commercial	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Trust Center
	Twilio	Twilio MessagingX	Multi-factor authentication service; SMS service	United States	Privacy Notice
VESTA Router Service	Experis Manpower Group	Experis RPS Data Center - Gaithersburg MD	Data center site for storage of data managed by VESTA	United States	Privacy Policy
	Flexential Corporation	Flexential Data Center	Data center site for storage of data managed by VESTA	United States	Privacy Notice
	INdigital	INdigital Next-Gen Core Services (NGCS)	Emergency voice and text call routing, location information database services, network integration, and disaster recovery	United States	Website
	Intrado Life & Safety, Inc.	Emergency Call Tracking System	911 Call Reporting System that provides real-time reporting analytics to the 911 industry. VESTA 9-1-1 sends Call Detail Records (CDR) to this system.	United States, Canada	Privacy Policy
	Microsoft Corporation - US	CIE Azure Commercial	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Trust Center

	Sinch - US	Inteliquent	Provider of call transfers between MSI and Customer for emergency call handling services	United States	Privacy Policy
	Zayo Group LLC	Zayo Data Centers - Pennsylvania,	Data center site for storage of data managed by VESTA	United States	Privacy Policy
VestaNXT Cloud	Amazon.com, Inc.	AWS Commercial Cloud - US	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Privacy
	AudioCodes Limited	Mediant Cloud Edition (CD) SBC	Routing of calls and media to PBX servers	United States	Privacy Policy
	Bandwidth	Bandwidth SMS API	Provider of SMS text messaging services through an API	United States	Privacy Notice
	Elastic	The Elastic Stack	Database storage and visualization	United States	Product Privacy Statement
	RapidSOS	RapidSOS	Location services for mobile phones - used for MSI customer's emergency call handling services	United States	Privacy Policy - Services
	Sangoma Technologies Corporation	Asterisk	PBX Server	United States	Privacy Policy
VehicleManager	Experian	Experian Automotive	Provider of data sets of vehicle information	United States	Privacy Center
	Microsoft Corporation - US	Vigilant Azure GovCloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Trust Center
VideoManager EL 5	Google LLC	Google Maps	User's latitude and longitude to pinpoint on map as part of product operation	United States	Privacy Policy
	Sighthound - US	Sighthound Redactor	Redaction application to blur various objects and features	United States	Privacy
VideoManager EL Cloud	Google LLC	Google Maps	User's latitude and longitude to pinpoint on map as part of product operation	United States	Privacy Policy
	Google LLC	Google Workspace Enterprise	Used for communications and documentation	United States	Privacy Policy
	LaunchDarkly	LaunchDarkly Feature Flags	Flags for Software Delivery	United States	Privacy Policy
	Microsoft	Azure Gov Cloud	VideoManager EL managed cloud services; platform and hosting of data	United States	Trust Center
	Octopus Deploy	Octopus Tented Deployments	Deployment of a process to many tenants at once	Australia	Privacy Policy
	Twilio	SendGrid Email	Send email	United States	Privacy Notice
VideoManager EX	Amazon.com, Inc.	AWS Commercial Cloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	Great Britain; United States; Australia; Canada; Brazil; Germany; Ireland; Japan; Italy	Privacy
	Google LLC	Google Maps	User's latitude and longitude to pinpoint on map as part of product operation	United States	Privacy Policy
	Google LLC	Google Workspace Enterprise	Used for communications and documentation	United States	Privacy Policy
	ESRI	ArcGIS Platform	Location services as a platform as a service (PaaS), data, and mapping tools	United States	Trust Center
	OpenStreetMap	OpenStreet Maps	Location services as a platform as a service (PaaS), data, and mapping tools	United Kingdom; Netherlands	Privacy Policy
	OPSWAT	OPSWAT MetaDefender	Antivirus scanning tool	United States; Germany; Canada; Australia; Japan	Privacy Policy
	Kryptus	KMS Solution	Cryptographic key lifecycle orchestration, storage, and processing	Brazil	Privacy Policy
	Microsoft	Azure Cloud Storage	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Trust Center
VNXT On-Prem (GA)	Elastic	The Elastic Stack	Database storage and visualization	United States	Product Privacy Statement
Wave OnCloud Portal	Amazon.com, Inc.	AWS Internet of Things (IoT); Commercial Cloud	Provider of platform infrastructure, hosting services and Internet of Things; Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Privacy
	Bequick	Cellular Services Platform	Provider of software, streamlined processes and tool for mobile operators	United States	Privacy
	Hot Mobile	Cellular Services	Provider of mobile services	Israel	Website

Internet Initiative Japan Inc.	Cellular Services	Provider of internet connectivity and WAN service and network related services	Japan	Privacy Policy
Maxio LLC	Chargify	Billing and subscription management platform	United States	Privacy Policy
Microsoft Corporation	Azure	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Trust Center
Salesforce.com, Inc.	Salesforce	Customer Relationship Management - customer support	United States	Privacy
Telna	Mobile Network Operations	Provider of mobile network operations; communication service provider	Canada	Privacy Policy
Experian	Experian Automotive	Provider of data sets of vehicle information	United States	Privacy Center
Microsoft Corporation - US	Vigilant Azure GovCloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Trust Center
Wireless Logic Group Ltd	Cellular Services	Provider of Internet-of-Things (IOT) connectivity	United Kingdom	Privacy Policy
