

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 \(September 2023\)](#)

UPDATES SINCE PREVIOUS VERSION

Products added:

Active, Airwave Protective Monitoring, APX N70, APX Next, ASTRO SmartConnect, Calipsa Products Software, Cirrus Harmony Portal, CirrusCentral Management (Cirrus NGSM), FLEX Mobile, FLEX Touch (Handheld), MSI Messaging (formerly CommandCentral Chat), Orchestrate Ecosystem, Pelco VideoXpert, PScore CIE Platform, Stryker TETRA Radio, TLK25 (Van Gogh) PCR Device, VESTA Communicator, VESTA Router, Vigilant VehicleManager

Changes in products and sub-processors:

ActiveEye Managed Security Services removed Sophos Ltd, added sub-processor ServiceNow and updated AT&T service provided to AlienVault USM Anywhere
 Calipsa Pro Analytics now a service under Calipsa Products Software
 CirrusCentral Core NextGen P25 Voice Call Processing identified sub-processor Pendo.io
 CommandCentral Customer Web Portal added sub-processor ESRI
 DRNsights removed sub-processor Red Violet, Inc. and added LocateSmarter
 Nitro removed sub-processors Airspan and Google, added Maxio
 PScore CIE Platform added sub-processors Apple, Microsoft and Atlassian

Offerings	Sub-processor	Service(s) Provided	Nature and Purpose of Processing	Location(s) of Processing	External Links with More Information
10-21 Police Phone	Amazon.com, Inc.	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
	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
	Synology Incorporated	Storage devices sold with customer on-premise solutions	Storage devices sold with customer on-premise solutions	United States	Privacy Statement
Twilio	Twilio Messaging	Two way communication with citizens via SMS	United States	Privacy Notice	
Zapier Inc.	Zapier	Integration application services	Australia	Privacy Policy - Services	

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; Callyo-managed cloud services for its products to process, store and access 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	
	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.	Cloud hosting services	Infrastructure Provider providing hosting services and storage for MSI customers	United States	Privacy
		AT&T Communications Inc.	AlienVault USM Anywhere	Telecommunication and network services, cybersecurity services provider	United States	Privacy Policy
Cisco		Umbrella	Cloud-delivered security services	United States	Global Privacy Policy	
Crowdstrike		Falcon Insight	Part of MSI's endpoint security investigation solution, monitoring of endpoint activity	United States	Privacy Notice	
Google LLC		Google Workspace Enterprise (Drive, Gmail, Docs)	Creating customer reports/documents in Google Drive, daily functionality	United States	Privacy Policy	
Microsoft Corporation		Microsoft Teams - messaging service	Personal data. Purposes vary according to the product, but often include: product registration and support; providing various business and consumer services; enabling sales and other transactions; conducting data analysis to improve products and services; and/or maintaining marketing relationships	United States	Trust Center	
Okta		Okta Single Sign-on	Multi-factor Authentication service provider for MSI users conducting security services	United States	Privacy Policy	
PagerDuty, Inc.		On-Call Management	Provider of alerting and scheduling services	United States	Privacy Policy	
Palo Alto - US		Cortex XDR	Provider of endpoint detection and response services	United States	Privacy Statement	
Salesforce.com, Inc.		Slack - US	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.		Nessus: Vulnerability assessment	Vulnerability assessment solution and scanning	United States	Trust and Assurance	
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	
VMWare, Inc.		Carbon Black EDR	Endpoint Detection and Response service provider for MSI Cybersecurity Services	United States	Products Privacy Notice	
Airwave Protective Monitoring	Genesys	Genesys Cloud Resource Center (formerly PureCloud); 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 - Australia	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	Australia	Azure - Australia
	Microsoft Corporation	CIE Azure Commercial - Singapore	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	Asia Pacific Region	Azure - Southeast Asia
	Microsoft Corporation	CIE Azure Commercial - US	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	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
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	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	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	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Trust Center
	Qualcomm Technologies Inc	Skyhook WiFi Processing	Processes WiFi signal to triangulate location information	United States	Data Privacy Policy
ASTRO 25 Virtualized Prime Site	Google LLC	Google Workspace Enterprise (Drive, Gmail, Docs)	Creating customer reports/documents in Google Drive, daily functionality	United States	Privacy Policy
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 & Avigilon Unity Products	Please see Avigilon Alta & Avigilon Unity sub-processors here - scroll to bottom of page				
Calipsa Products Software	Apple, Inc.	Apple iOS Software	Mobile app development	United States	App development
	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
	Google LLC	Google Play	Mobile app development and push notification	United States	Privacy Policy
	RapidSwitch	RapidSwitch	Infrastructure as a service	United Kingdom	Privacy Policy
	Sunix AI Pte Ltd	Sunix Image Annotation	Automated annotation for images	India	About Us - Data Privacy
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; Callyo-managed cloud services for its products to process, store and access 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
	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
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	United States	Trust Center
	Synology Incorporated	Storage devices sold with customer on-	Storage devices sold with customer on-premise	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	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	Amazon.com, Inc.	AWS Commercial Cloud - US	MSI's managed AWS commercial cloud infrastructure used for MSI products and services being sold to the US commercial market	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
	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
	Squarespace, Inc.	Squarespace	Website building and hosting SaaS solutions used with MSI solutions	United States	Privacy Policy
	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
Centralized Managed Support Operations - MSST	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	Privacy Policy
	Google LLC	Google Workspace Enterprise (Drive, Gmail, Docs)	Creating customer reports/documents in Google Drive, daily functionality	United States	Privacy Policy
	Microsoft Corporation	CMSO Azure Commercial	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Trust Center
	Splunk, Inc.	Splunk Enterprise Security	Log aggregation for security information and event management	United States	Privacy Policy
CirrusCentral Core - P25 Voice Call Processing	Microsoft Corporation	CIE Azure GovCloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Trust Center
	pendo.io, Inc.	Pendo In-App Guides - Pendo Analytics	Analytics to improve application functionality	United States	Trust Center
CirrusCentral Management (NGSM)	Microsoft Corporation	CIE Azure GovCloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Trust Center
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
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 Situational Awareness Software	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	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
CommandCentral AXS Dispatch Console	Google LLC	Android OS; Google Chrome Browser; Google Identity Provider; Google Play; Intercom Google; Google Workspace	Android mobile operating system; Google Chrome Browser running Web-based applications; Google Identity Provider for CityProtect citizen portal; Google Play for application development to run on Android; Intercom Google for speech to text services; Google Workspace - enterprise business applications for Drive (storage of documents), docs, spreadsheets, presentations	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
	McAfee	McAfee Anti-Virus Software	AntiVirus software for AXS Console Client	United States	Privacy Notice
	Microsoft Corporation	CIE Azure GovCloud	Personal data. Azure - Create, deploy, and manage applications across multiple clouds, on-premises, and at the edge	United States	Trust Center
CommandCentral Customer Web Portal	ESRI	ArcGIS Platform	Location services as a platform as a service (PaaS), data, and mapping tools	United States	Trust Center
	Microsoft Corporation	Azure Database PostgreSQL; Azure MongoDB Atlas; 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
	ServiceNow	Customer Service Management	Ticketing system for customer support	United States	Services Privacy Statement
	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 Evidence	Elastic	The Elastic Stack	Database storage and visualization	United States	Product Privacy Statement
	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	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Trust Center
	Microsoft Corporation - CA	CIE Azure Commercial Canada - CommandCentralCS	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	Canada	Azure - Canada
	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 Interface	Flatcar	Flatcar Operating System	Flatcar Container Linux is a container optimized OS that ships a minimal OS image, which includes only the tools needed to run containers. The OS is shipped through an immutable filesystem and includes automatic updates	United States	Flatcar - Security
	Microsoft Corporation	CIE Azure Commercial - Australia	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	Australia	Azure - Australia
	Microsoft Corporation	CIE Azure Commercial - Singapore	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	Asia Pacific Region	Azure - Southeast Asia
	Microsoft Corporation	CIE Azure Commercial - US	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Trust Center
CommandCentral Investigate	LexisNexis	LexisNexis Public Records	Public Records search services	United States	LexisNexis 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
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 - US	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	Microsoft Corporation - CA	CIE Azure Commercial CCCS	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	Canada	Azure - Canada
	Microsoft Corporation	CIE Azure GovCloud; CIE Azure Gov Cloud Cosmos DB	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	Apple, Inc.	App Store	Provides public access to application	United States	App development

Responder	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 - CA	CIE Azure CommandCentralCS	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	Canada	Azure - Canada
	Microsoft Corporation - US	CIE Azure GovCloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Trust Center
CommandCentral Smart Transcription	Microsoft Corporation	CIE Azure GovCloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Trust Center
	pendo.io, Inc.	Pendo In-App Guides - Pendo Analytics	Analytics to improve application functionality	United States	Trust Center
	Sinch - US	Sinch	SMS Messaging Provider	United States	Privacy Policy
CommonQuery	CommSys	CJIS Access	Query service to the FBI NCIC and State Systems	United States	CJIS Access
	Microsoft Corporation - US	CIE Azure GovCloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Trust Center
Critical Connect Interoperability	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
	Segra	Segra Data Centers	Data Centers for Critical Connect and WAVE systems hosted in the U.S.	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
Cybersecurity Penetration Testing	Google LLC	Google Workspace Enterprise (Drive, Gmail, Docs)	Creating customer reports/documents in Google Drive, daily functionality	United States	Trust Center
	HelpSystems	CobaltStrike	Network security testing	United States	Privacy Policy
	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
DRNsights	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
	LocateSmarter, LLC	Collision quotes and skiptrace data	Investigative solutions for debt recovery and fraud prevention	United States	Privacy Policy
	National Insurance Crime	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
Emergency Call Handling Multimedia Gateway Simulator	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
	Google LLC	Google Cloud Platform (US)	Cloud computing services that runs on the same infrastructure that Google uses internally for its end-user products, such as Google Search, Gmail, Google Drive, and YouTube	United States	Privacy Policy
	Microsoft Corporation	CIE Azure Commercial - US	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Trust Center
FLEX CAD Management	BeyondTrust Corporation	Secure Remote Access	Customer support services	United States	Privacy Notice

Dashboard	FairCom	cTree Database	Creating/modifying/deleting/searching data records in a relational database	United States	Privacy Policy - Website
	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	FairCom	cTree Database	Creating/modifying/deleting/searching data records in a relational database	United States	Privacy Policy - Website
	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	MSI's managed AWS gov cloud infrastructure used for products and services requiring specific government or federal requirements	United States	Privacy
	FairCom	cTree Database	Creating/modifying/deleting/searching data records in a relational database	United States	Privacy Policy - Website
	BeyondTrust Corporation	Secure Remote Access	Customer support services	United States	Privacy Notice
FLEX Records & Evidence	BeyondTrust Corporation	Secure Remote Access	Customer support services	United States	Privacy Notice
	ESRI	ArcGIS Platform	Location services as a platform as a service (PaaS), data, and mapping tools	United States	Trust Center
	FairCom	cTree Database	Creating/modifying/deleting/searching data records in a relational database	United States	Privacy Policy - Website
	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 Statelink 3.0	FairCom	cTree Database	Creating/modifying/deleting/searching data records in a relational database	United States	Privacy Policy - Website
FLEX Touch (Handheld)	Apple, Inc.	Apple iOS Software	Mobile app development	United States	App development
	Amazon.com, Inc.	AWS GovCloud	MSI's managed AWS gov cloud infrastructure used for products and services requiring specific government or federal requirements	United States	Privacy
	FairCom	cTree Database	Creating/modifying/deleting/searching data records in a relational database	United States	Privacy Policy - Website
	Google LLC	Google Play	Mobile app development and push notification	United States	Privacy Policy
GIS Managed Services	ESRI	ArcGIS Platform	Location services as a platform as a service (PaaS), data, and mapping tools	United States	Trust Center
	Microsoft Corporation - US	Azure Gov cloud services	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Trust Center
Interview Room	Microsoft Corporation	CIE Azure GovCloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Trust Center
MOTOTRBO ION Radio	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 Communications Inc.	Cellular service	Service Provider of cellular services	United States	Privacy Policy
Motorola Gateway to LMR Network (MGLN)	Microsoft Corporation	CIE Azure Commercial - US	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Trust Center
MOTOTRBO R7 Series	AT&T Communications Inc.	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	Flexera Software, LLC - USA	Flexera Interface	Used to add data associated with enabling add-on features to MSI devices	United States	Privacy Policy
	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 (formerly CommandCentral Chat)	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
	Maxio	Maxio	Billing and subscription management	United States	Privacy Policy
Orchestrate Business Workflow Automation	Microsoft Corporation - US	CIE Azure Commercial; Azure Storage	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	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	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
Orchestrate Ecosystem	Microsoft Corporation	CIE Azure GovCloud; CIE Azure Commercial	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States, Singapore, ANZ	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
	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
	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
	VMWare, Inc.	ESXI OS and other Virtualization tools	Hypervisor and VM management tools	United States	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 AD B2C, CIE Azure Commercial	Azure Cloud based Identity Provider used for Customer user and/or Citizen user authentication; Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Trust Center
	Salesforce.com, Inc.	Slack - US	Customer Relationship Management - use of Slack as a messaging tool	United States	Privacy
PScore Mobile Apps Platform	Amazon.com, Inc. - AU	PScore AWS Commercial Cloud (Australia)	Hosting the Single Service run of address & GNAF (Geoscape G-NAF is Australia's authoritative, geocoded address file. It is built and maintained by Geoscape Australia using authoritative government 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

	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
	Salesforce.com, Inc.	Slack - Australia	Internal communication tool	Australia	Privacy
RadioCentral: Radio Cloud Programming Platform (Australia)	Microsoft Corporation - AU	CIE Azure Commercial - Australia	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	Australia	Azure - Australia
RadioCentral: Radio Cloud Programming Platform (United States)	Microsoft Corporation - US	CIE Azure GovCloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Trust Center
	Microsoft Corporation - CA	CIE Azure Commercial - Canada	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	Canada	Trust Center
Stryker TETRA Radio	Google LLC	Google Applications	Storage logs and customer support	United States	Privacy Policy
TALKABOUT App	Amazon.com, Inc.	AWS Commercial Cloud - US	MSI's managed AWS commercial cloud infrastructure used for MSI products and services being sold to the commercial market	United States	Privacy
TLK25 (Van Gogh) PCR Device	Location Tech Server	Bluetooth Beacon Processing	Processes the Bluetooth beacon to triangulate location information	United States	Privacy Policy
	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 GovCloud	MSI's managed AWS gov cloud infrastructure used for products and services requiring specific government or federal requirements	United States	Privacy
	Amazon.com, Inc.	AWS Australia Pty Ltd	MSI's managed AWS commercial cloud infrastructure used for MSI products and services being sold to the Australia commercial market	Australia	ANZ Privacy & Compliance
	Amazon.com, Inc.	AWS Commercial Cloud - Canada	MSI's managed AWS commercial cloud infrastructure used for MSI products and services being sold to the Canada commercial market	Canada	Privacy
	Amazon.com, Inc.	AWS Commercial Cloud - US	MSI's managed AWS commercial cloud infrastructure used for MSI products and services being sold to the commercial market	United States	Privacy
	Couchbase, Inc.	Couchbase Lite	NoSQL cloud database	United States	Privacy Policy
	Dell Technologies	Dell Server & Storage Products	Provider of server and storage products for data storage including backups provided with some MSI solutions	United States	Privacy Center
	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
Universal Web Map	Microsoft Corporation - US	Azure GovCloud - US	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Trust Center
	Microsoft Corporation - CA	Azure GovCloud - Canada	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	Canada	Trust Center
	Microsoft Corporation	Azure GovCloud - Australia	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	Australia	Azure - Australia
V700 LTE Body Camera	Apple, Inc.	Apple iOS Software	Mobile app development	United States	App development
	Bell Canada	LTE Services	Provider of LTE Services	Canada	Privacy Policy
	Google LLC	Android OS Software	Mobile app development	United States	Privacy Policy
	Microsoft Corporation	Azure Cloud Hosting Service	VideoManager EX application and video recordings storage service	Canada	Privacy Policy
VehicleManager Enterprise (formerly Vigilant ClientPortal)	Amazon.com, Inc.	AWS Commercial Vigilant	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 - US	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
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
	ECaTS	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
	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
	Korbyt (formerly RMG Networks, Inc.)	VESTA 9-1-1 Heads-Up Display	Digital display that supplies real-time, statistical details on PSAP activity	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
	ServiceNow	ServiceNow	Service module used for customer support	United States, Canada	Services Privacy Statement
	Various CAD Providers	Computer Aided Dispatch (CAD) Systems	VESTA 911 sends CDR's to these systems for use with CAD. CAD providers include Motorola Solutions (P1 and Flex), TriTech, Hexagon, Tyler Technologies, Superior, Zetron, Priority Dispatch and others.	United States, Canada	
	Various DLR Providers	Digital Logging Recording (DLR)	VESTA 911 sends CDR's to these systems for long term storage in DLR systems. DLR providers include NICE, Verint, Exacom, Eventide, and others.	United States, Canada	
	Various i3 Providers	NG911 Call Routing Services	VESTA 911 receives information (LIS, ALI, ADR, etc.) from NG911 call routing service providers such as AT&T, Intrado, Comtech, Synergem, ATOS, and others.	United States, Canada	
VESTA Analytics	Atlassian Software Company	Jira Issue Tracking System	Issue tracking system used for customer support	United States	Privacy Policy
	Google LLC	Google Workspace Enterprise (Drive, Gmail, Docs)	Used to store escalation related logs, as well as documentation	United States	Privacy Policy
	Microsoft Corporation	Azure DevOps	Software development tool and issue tracking system used for customer support	United States	Privacy Policy
	Panorama	Necto (cube slicing component)	VESTA Analytics embeds Necto within the web application. This allows the user to create dynamic reports off the cube.	United States	Privacy Policy
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
	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
	West Technology Group	eCats Service	Third party service integration which includes automatic reporting and provides a more detailed call record to the CAD. Some states require PSAPS to implement eCats as part of their system.	United States, Canada	Privacy Policy
VideoManager EX	Amazon.com, Inc.	AWS Commercial Cloud - UK	Customer-recorded body worn/in-car video footage hosted on cloud	United Kingdom	Privacy
	Amazon.com, Inc.	AWS Commercial Cloud - Australia	Customer-recorded body worn/in-car video footage hosted on cloud	Australia	Privacy

	Amazon.com, Inc.	AWS Commercial Cloud - Italy	AWS Data Center	Italy	Privacy
	Amazon.com, Inc.	AWS Commercial Cloud - Germany	Customer-recorded body worn/in-car video footage hosted on cloud	Germany	Privacy
	Amazon.com, Inc.	AWS Commercial Cloud - Ireland	Customer-recorded body worn/in-car video footage hosted on cloud	Ireland	Privacy
	Amazon.com, Inc.	AWS Commercial Cloud - Singapore	Customer-recorded body worn/in-car video footage hosted on cloud	Singapore	Privacy
Vigilant ComparisonManager (formerly Vigilant FaceSearch)	NTT	Data Center Managed by Vigilant - leased data center in VA	Data center site for storage of data managed by Vigilant	United States	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
Vigilant 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
Web Video Component Software	Microsoft Corporation - US	CIE Azure GovCloud	Ability to create, deploy, and manage applications across multiple cloud instances and hosting of data	United States	Trust Center