

This document is designed to apply to Canonical customers with standard contracts covering Ubuntu Advantage Services as defined here:

<https://www.ubuntu.com/legal/ubuntu-advantage-service-description>

It does not cover hardware certification, cloud partners, field engineering or snap customers although pieces may apply. This is up-to-date as of 15th April 2020.

## Canonical Locations

Canonical may provide services from any location, including but not limited to the following countries. At the time of writing Canonical has hired individuals from the following locations.

- Argentina
- Australia
- Austria
- Belgium
- Brazil
- Bulgaria
- Canada
- Chile
- China
- Croatia
- Finland
- France
- Germany
- Greece
- Hong Kong
- Hungary
- India
- Ireland
- Isle of Man
- Italy
- Japan
- Lithuania
- Mexico
- Netherlands
- New Zealand
- Norway
- Philippines
- Poland
- Portugal
- Romania

- Russia
- Slovakia
- Slovenia
- South Africa
- South Korea
- Spain
- Sweden
- Switzerland
- Taiwan
- Thailand
- Ukraine
- United Arab Emirates
- United Kingdom
- United States
- Uruguay

Canonical also has specific a physical presence including data centers or labs in:

- United Kingdom
- United States
- China
- Taiwan
- Japan

## Third-Party Information

We are providing disclosure on key systems that may have more than summary information about customers/cases/etc.

Customer interaction	Link/ description	Holder of data	Geolocation
Support portal	support.canonical.com	Salesforce	Global / EU
Customer large file upload	files.support.canonical.com	Files.com - AWS	US
Calling us	Phone system	AWS	Global
Remote access/view	remote.support.canonical.com	BeyondTrust/Bomgar - AWS	US
n/a	Possible Documents/Emails or joining a Google Meet	Google's G Suite	Global