

This document is designed to apply to Canonical customers with standard contracts covering Ubuntu Pro Services as defined here: <https://ubuntu.com/legal/ubuntu-pro>

It does not cover hardware certification, cloud partners, field engineering or snap customers although pieces may apply. This is up-to-date as of 13 June 2025.

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.

1. Albania
2. Algeria
3. Andorra
4. Anguilla
5. Argentina
6. Armenia
7. Australia
8. Austria
9. Azerbaijan
10. Bahrain
11. Bangladesh
12. Belgium
13. Brazil
14. Bulgaria
15. Canada
16. Chile
17. China
18. Colombia
19. Cyprus
20. Czech Republic
21. Denmark
22. Dominican Republic
23. Egypt
24. Estonia
25. Finland
26. France
27. Georgia
28. Germany
29. Ghana
30. Greece
31. Hong Kong

32. Hungary
33. India
34. Indonesia
35. Ireland
36. Isle of Man
37. Italy
38. Japan
39. Jordan
40. Kazakhstan
41. Kenya
42. Kuwait
43. Lebanon
44. Lithuania
45. Luxembourg
46. Malaysia
47. Mexico
48. Morocco
49. Nepal
50. Netherlands
51. New Zealand
52. Nigeria
53. North Macedonia
54. Norway
55. Oman
56. Pakistan
57. Peru
58. Poland
59. Portugal
60. Qatar
61. Romania
62. San Marino
63. Saudi Arabia
64. Serbia
65. Singapore
66. Slovakia
67. Slovenia
68. South Africa
69. South Korea
70. Spain
71. Sweden
72. Switzerland
73. Taiwan
74. Thailand

- 75. Turkey
- 76. Uganda
- 77. Ukraine
- 78. United Arab Emirates
- 79. United Kingdom
- 80. United States
- 81. 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	portal.support.canonical.com	Salesforce	Global / EU
Customer large file upload	files.support.canonical.com	Files.com - AWS	US
Calling us	Phone system	Google Voice	Global
n/a	Possible Documents/Emails or joining a Google Meet	Google's G Suite	Global