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 9th June 2023.

**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.

- Algeria
- Andorra
- Argentina
- Armenia
- Australia
- Austria
- Bangladesh
- Belgium
- Brazil
- Bulgaria
- Canada
- Chile
- China
- Colombia
- Croatia
- Czech Republic
- Denmark
- Dominican Republic
- Egypt
- Estonia
- Finland
- France
- Georgia
- Germany
- Greece
- Hong Kong
- Hungary
- India
- Ireland
- Isle of Man
- Italy
- Japan
- Kenya
- Kuwait
- Lebanon
- Lithuania
- Luxembourg
- Malaysia
- Mexico
- Morocco
- Nepal
- Netherlands
- New Zealand
- Nigeria
- Norway
- Pakistan
- Poland
- Portugal
- Qatar
- Romania
- Saudi Arabia
- Singapore
- Slovakia
- Slovenia
- South Africa
- South Korea
- Spain
- Sweden
- Switzerland
- Taiwan
- Thailand
- Tunisia
- Turkey
- Uganda
- 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
Third-Party Information

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

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