

nCino may use Sub-Processors to Process Personal Data in the course of providing the Services. This page lists nCino's current Sub-Processors. Capitalized terms used but not defined on this page have the meanings set out in nCino's Terms of Use or Data Processing Addendum. nCino will update this page to reflect any changes in the use of Sub-Processors.

For each Sub-Processor, we provide the following information:

- Name of Sub-Processor.
- Associated nCino Services that utilize the Sub-Processor.
 - The Services are categorized by the product lines listed below:
 - nCino Core Platform including:
 - Commercial Loan Origination System
 - Consumer (Retail) Loan Origination System
 - Deposit Account Opening
 - nCino Mortgage including:
 - Loan Origination System
 - Point of Sale System
 - Mortgage Analytics
 - Incentive Compensation
 - nCino Incentive Compensation & Mortgage Analytics
 - nCino Indirect Lending
 - nCino Portfolio Analytics
 - nCino KYC and Commercial Onboarding & Account Opening (COAO)
 - nCino Smart Applications
 - SmartBanker
 - ProBanker
 - SmartOnboard
 - SmartBroker
- Description of how nCino uses the Sub-Processor.
- Primary Processing location from which the Sub-Processor provides or delivers its applicable services.

The categories of Sub-Processors are as follows:

- Storage and Infrastructure for Services.
- Security for Services.

- Product Functionality and User Experience for Services.
- Customer Support.

Storage and Infrastructure for Services

Name	Products	Description	Location
Salesforce	nCino Services including: <ul style="list-style-type: none"> • nCino Core Platform Products • nCino Mortgage • nCino Incentive Compensation & Mortgage Analytics • nCino Indirect Lending • nCino Portfolio Analytics • nCino KYC and Commercial Onboarding & Account Opening (COAO) 	Salesforce provides a cloud-based Customer Relationship Management (CRM) platform for nCino to host and deliver its Services.	US UK EEA Canada New Zealand Japan Australia U.A.E
Amazon Web Services, Inc.	nCino Services including: <ul style="list-style-type: none"> • nCino Core Platform Products • nCino Mortgage • nCino Incentive Compensation & Mortgage Analytics • nCino Indirect Lending • nCino Portfolio Analytics • nCino KYC and Commercial Onboarding & Account Opening (COAO) • nCino Smart Applications 	Amazon Web Services (“AWS”) provides cloud hosting services to enable nCino to manage its cloud-based products and Services.	US UK EEA Canada Japan Australia U.A.E
Databricks	nCino Services including: <ul style="list-style-type: none"> • nCino Core Platform Products • nCino Mortgage • nCino Incentive Compensation & Mortgage Analytics • nCino Indirect Lending • nCino Portfolio Analytics 	nCino uses Databricks for their unified data analytics and intelligent platform services that nCino uses to provide its Services.	US UK EEA Canada Japan Australia U.A.E

	<ul style="list-style-type: none"> • nCino KYC and Commercial Onboarding & Account Opening (COAO) • nCino Smart Applications 		
Informatica	nCino Services including: <ul style="list-style-type: none"> • nCino Core Platform Products 	Informatica provides an ETL tool utilized to sync financial institution's core accounting system with nCino to maintain accurate loan and deposit balance data.	US EEA Canada Australia

Security for Services

Name	Services	Description	Location
DataDog	nCino Services including: <ul style="list-style-type: none"> • nCino Core Platform Products • nCino Mortgage • nCino Incentive Compensation & Mortgage Analytics • nCino Indirect Lending • nCino Portfolio Analytics • nCino KYC and Commercial Onboarding & Account Opening (COAO) • nCino Smart Applications 	DataDog supports nCino's security and infrastructure monitoring services through application performance monitoring, log management, security monitoring, threat detection, and analytics and reporting.	US
Scalyr	nCino Services including: <ul style="list-style-type: none"> • nCino Mortgage • nCino Incentive Compensation & Mortgage Analytics 	Scalyr supports nCino's security and infrastructure monitoring services through log aggregation, server monitoring, real-time log analysis, search capabilities, and performance analytics.	US
Zscaler	nCino Services including: <ul style="list-style-type: none"> • nCino Core Platform Products • nCino Mortgage • nCino Incentive Compensation & Mortgage Analytics • nCino Indirect Lending • nCino Portfolio Analytics 	Zscaler supports nCino's security services through cloud-based security gateway, threat protection, secure web access, data loss prevention, and network security monitoring.	US UK EEA Canada Japan Australia New Zealand UK

	<ul style="list-style-type: none"> nCino KYC and Commercial Onboarding & Account Opening (COAO) nCino Smart Applications 		
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Product Functionality and User Experience for Services

Name	Services	Description	Location
Amazon Web Services, Inc.	nCino Services including: <ul style="list-style-type: none"> nCino Core Platform Products nCino Mortgage nCino Incentive Compensation & Mortgage Analytics nCino Indirect Lending nCino Portfolio Analytics nCino KYC and Commercial Onboarding & Account Opening (COAO) nCino Smart Applications 	Amazon Web Services (“AWS”) provides cloud hosting services to enable nCino to manage its cloud-based products and Services.	US UK EEA Canada Japan Australia U.A.E
Databricks	nCino Services including: <ul style="list-style-type: none"> nCino Core Platform Products nCino Mortgage nCino Incentive Compensation & Mortgage Analytics nCino Indirect Lending nCino Portfolio Analytics nCino KYC and Commercial Onboarding & Account Opening (COAO) nCino Smart Applications 	nCino uses Databricks for their unified data analytics and intelligent platform services that nCino uses to provide its Services.	US UK EEA Canada Japan Australia U.A.E

Customer Support

Name	Services	Description	Location
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All nCino entities	nCino Services including: <ul style="list-style-type: none"> • nCino Core Platform Products • nCino Mortgage • nCino Incentive Compensation & Mortgage Analytics • nCino Indirect Lending • nCino Portfolio Analytics • nCino KYC and Commercial Onboarding & Account Opening (COAO) • nCino Smart Applications 	nCino’s entities may process personal data on behalf of the parent company depending on the region of the customer.	US UK EEA Canada Japan Australia New Zealand UK
Anthropic	nCino Services including: <ul style="list-style-type: none"> • nCino Core Platform Products 	Anthropic provides artificial intelligence and large language model services for nCino’s teams to use for supporting its Services.	US
Clari	nCino Services including: <ul style="list-style-type: none"> • nCino Core Platform Products • nCino Mortgage • nCino Incentive Compensation & Mortgage Analytics • nCino Indirect Lending • nCino Portfolio Analytics • nCino KYC and Commercial Onboarding & Account Opening (COAO) • nCino Smart Applications 	Clari supports nCino’s sales forecasting and pipeline management operations through revenue analytics, deal tracking, forecast accuracy tools, and performance reporting.	US
Rocketlane	nCino Services including: <ul style="list-style-type: none"> • nCino Core Platform Products • nCino Mortgage • nCino Incentive Compensation & Mortgage Analytics • nCino Indirect Lending • nCino Portfolio Analytics 	Rocketlane supports nCino’s customer support and professional services operations through project management, communication tools, time tracking, budget management, and customer portal access.	US

	<ul style="list-style-type: none"> • nCino KYC and Commercial Onboarding & Account Opening (COAO) • nCino Smart Applications 		
Smartsheet	<p>nCino Services including:</p> <ul style="list-style-type: none"> • nCino Core Platform Products • nCino Mortgage • nCino Incentive Compensation & Mortgage Analytics • nCino Indirect Lending • nCino Portfolio Analytics • nCino KYC and Commercial Onboarding & Account Opening (COAO) • nCino Smart Applications 	nCino uses Smartsheet for workflow automation and team collaboration capabilities that enable nCino to manage support operations and coordinate customer service activities.	US
Slack	<p>nCino Services including:</p> <ul style="list-style-type: none"> • nCino Core Platform Products • nCino Mortgage • nCino Incentive Compensation & Mortgage Analytics • nCino Indirect Lending • nCino Portfolio Analytics • nCino KYC and Commercial Onboarding & Account Opening (COAO) • nCino Smart Applications 	Slack assists nCino with customer service requests and other customer communications.	US
Microsoft	<p>nCino Services including:</p> <ul style="list-style-type: none"> • nCino Core Platform Products • nCino Mortgage • nCino Incentive Compensation & Mortgage Analytics • nCino Indirect Lending • nCino Portfolio Analytics 	Microsoft assists nCino with customer service requests and other customer communications.	US

	<ul style="list-style-type: none"> • nCino KYC and Commercial Onboarding & Account Opening (COAO) • nCino Smart Applications 		
Zendesk	<p>nCino Services including:</p> <ul style="list-style-type: none"> • nCino Core Platform Products • nCino Mortgage • nCino Incentive Compensation & Mortgage Analytics • nCino Indirect Lending • nCino Portfolio Analytics • nCino KYC and Commercial Onboarding & Account Opening (COAO) • nCino Smart Applications 	Zendesk supports nCino’s customer support services through messaging, help center coordination, agent workspaces, ticketing integration, issue routing, and analytics and reporting.	US UK EEA Australia Japan
Zoom	<p>nCino Services including:</p> <ul style="list-style-type: none"> • nCino Core Platform Products • nCino Mortgage • nCino Incentive Compensation & Mortgage Analytics • nCino Indirect Lending • nCino Portfolio Analytics • nCino KYC and Commercial Onboarding & Account Opening (COAO) • nCino Smart Applications 	nCino uses Zoom’s virtual meeting and collaboration capabilities to enable nCino to conduct support sessions, training, and other customer service interactions in connection with the delivery of nCino services.	US