

FAQ for 2026 Updates to the Data Processing Agreement for Jamf Customers

This FAQ provides an overview of the October 2026 updates to Jamf's Data Processing Agreement for Jamf Customers ("**DPA**"). This FAQ is for informational purposes only, is not legal advice, and will not become a part of your contract with Jamf. Capitalized terms used in this FAQ are defined in the DPA.

1. Why is Jamf updating the DPA?

The DPA sets out how Jamf Processes Personal Data when providing you Services under your Agreement. We last updated it in June 2025. This update reflects changes in Data Protection Laws and regulatory guidance, new Product Offerings, and customer feedback.

2. What are the biggest changes?

- The DPA now refers to the Jamf Contracting Party that entered into the Agreement, in line with the Software License and Services Agreement (SLASA) or other Agreement, to allow for other Jamf entities to contract with customers (Preamble and Schedule 1).
- We may make changes to Schedule 1 as reasonably necessary to reflect new product features but will notify you in advance of any change to Schedule 1 that expands the scope of our Processing (Section 4 b)).
- We expanded the supplementary measures for international transfers (Section 4 h)).
- You can now verify our compliance with the DPA by requesting a Summary Audit Report. On-site audits are available where those aren't sufficient or where required by law or a regulator. (Section 11).
- Schedule 1 now lists the types of Personal Data by Product Offering, with new categories for AI Governance, RapidID, and Seamless Learning. Whether special category data is Processed depends on how you configure and use the Product Offerings. (Schedule 1).

3. Do any changes benefit customers?

Yes, including:

- If a Government Agency requests your data, we will direct it to you, not provide access without your authorization, challenge unlawful requests where possible, and disclose only what the law requires. (Section 4 (h)).
- A new provision states that the SCCs prevail over any conflicting DPA terms (Section 4 (f)) and that SCCs are the primary transfer mechanism used for the transfer of Personal Data outside the EEA, UK, or Switzerland to the United States. (Section 4 (h) (ix)).
- New alternative options when you reasonably object to a new Sub-processor. (Section 5 a)).
- We updated language about Data Subject requests and cooperation and added a defined process for this. (Section 6).

- We added detail to the language about our Personal Data Breach notices. (Section 9).

4. What didn't change?

- You are still the Controller, and we are still your Processor. (Section 4 (a)).
- We still rely on the SCCs, completed in the same way. (Section 4 (c) to e)).
- Our confidentiality and security obligations, including the Security Measures in Schedule 3 are unchanged. (Sections 7, 8 and Schedule 3).
- We still notify you of a Personal Data Breach without undue delay and, when possible, within 72 hours. (Section 9).
- The limitation of liability. (Section 13).

Questions? Contact your Jamf account representative or privacy@jamf.com.

FAQ Date: 1 October 2026