

Ex Libris Software Maintenance and Support for On-Premises Programs
List of Subcontractors

Ex Libris On-Premises Software Support Services

This document applies to support services provided for Ex Libris software programs (such as Aleph, Voyager, Rosetta, SFX and Primo Local) installed at the customer's (or a third party's) premises.

Ex Libris Affiliate Subcontractors

The entities listed below are affiliates of Ex Libris Ltd. (collectively, "Ex Libris"). Depending on the geographic location of a customer and the nature of the services provided, Ex Libris companies may engage one or more of the following affiliates as subcontractors in connection with providing software maintenance and support services to customers using Ex Libris programs installed on systems at the customer's (or a third party's) premises.

Affiliate name	Corporate Location	Note
Ex Libris (Deutschland) GmbH*	Germany	Overseeing EU data center operations
Ex Libris (UK) Limited	United Kingdom	
Ex Libris (France) SARL	France	
Ex Libris Italy S.R.L.	Italy	
Ex Libris Ltd.	Israel	
Ex Libris (Scandinavia) A/S	Denmark	
Ex Libris (USA) Inc.*	United States	Overseeing US and Canada data center operations
Ex Libris (Australia) Pty Ltd.	Australia	
Ex Libris Asia Pacific Pte Ltd.*	Singapore	Overseeing Asia Pacific data center operations (excluding China)
ProQuest LLC	United States	
Clarivate Analytics NV	Belgium	
Clarivate Analytics (Compumark) SAS	France	
Clarivate Analytics SAS	France	
Clarivate Analytics GmbH	Deutschland	

Clarivate SDN. BHD	Malaysia	
Clarivate Analytics SAU	Espana	
Clarivate Analytics India Private Limited	India	
Clarivate Analytics S.R.L.	Italia	
Clarivate Analytics Co., Ltd	Japan	
Clarivate Analytics (International) Limited Oddzial w Polsce	Poland	
Clarivate Analytics Pte. Ltd	Singapore	
Clarivate Analytics LLC	US	
Clarivate Analytics Limited	UK	

Other Subprocessors

Name	Corporate Location	Note
Pendo	United States	Platform Analytical Tool
CloudFlare	United States	On-Demand Volumetric DDoS mitigation service. Implemented in DC01, DC04, DC05, DC07, DC82 (all except for Europe and China)

Ex Libris Distributors

The following are authorized regional or country-specific distributors of Ex Libris Products and services. Except as indicated, distributors are generally involved in providing services to their respective customers.

EXLBR Tecnologia Solucoe e Servicos Ltd.	Brazil	Support and maintenance services for customers in Brazil
Sistemas Logicos Chile S.A.	Chile	Support, implementation and maintenance services for customers in Chile

Grupo Sistemas Logicos Colombia SAS	Colombia	Support and maintenance services for customers in Colombia
USACO Corporation	Japan	Support and maintenance services for customers in Japan
Grupo Sistemas Logicos, SA de CV	Mexico	Support and maintenance services for customers in Mexico
ALEPH Polska Sp. z o.o.	Poland	Support and maintenance services for customers in Poland and other customers in the European Union
FlySheet Technologies Co. Ltd.	Taiwan	Support and maintenance services for customers in Taiwan
TED Engineering Documents JSC	Vietnam	Support and maintenance services for customers in Vietnam

Updates to Subcontractors:

Ex Libris will publish adjustments and/or additions to subprocessors set forth on this List on the website where this List is located. In addition, Ex Libris will use reasonable efforts to provide notifications of such adjustments and/or additions to the e-mail addresses of Data Protection Officers (or other contact for privacy inquiries) of customers that have provided such information (as requested) in their signed agreement or Data Processing Addendum.

If you have not provided such contact information and are an Ex Libris customer that would like to receive such notifications, please send your request to receive notifications of updates to this List, by e-mailing your email address, name, title, institution or organization and the applicable Ex Libris services to at PQ-privacy-exl@clarivate.com

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Previous Versions of this List of Subprocessors:

1.0 – May 10, 2018