ProQuest Workflow Services
List of Subprocessors and Data Center Providers

ProQuest Workflow Services

This document applies to the following Workflow Services:

360 Core	Intota™ Assessment
360 LINK	Pivot-RP
360 MARC Updates	RefWorks
360 Search	Summon
360 Resource Manager	Ulrichsweb
Intota™	Ulrich's™ Serials Analysis System

ProQuest Affiliate Subprocessors

The entities listed below are affiliates of ProQuest LLC (collectively, "ProQuest"). Depending on the geographic location of a customer, and the nature of the services provided, ProQuest companies may engage one or more of the following affiliates as subprocessors to deliver some or all the services provided to a customer.

All ProQuest affiliates may provide professional, support and training services requiring access to data processing systems. Affiliates followed by (*) also engage in overseeing data center operations (owning, operating and maintaining data processing infrastructure located in relevant data centers). Most of the ProQuest Workflow Services are hosted in data centers located in the United States.

Affiliate name	Corporate Location	Note
ProQuest LLC*	United States	Overseeing data center operations in the USA
ProQuest Information and Learning Ltd.	England	
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	
Ex Libris (Deutschland) GmbH*	Germany	Overseeing data center operations in the EU
Ex Libris (UK) Limited	United Kingdom	
Ex Libris (France) SARL	France	

Ex Libris Italy S.R.L.	Italy	
Ex Libris Ltd.	Israel	
Ex Libris (USA) Inc.*	United States	Overseeing data center operations in the USA and Canada
Ex Libris (Scandinavia) A/S	Denmark	
Ex Libris (Australia) Pty Ltd.*	Australia	Overseeing Australia data center operations serving Asia Pacific region (excluding China)
Ex Libris Asia Pacific Pte Ltd.*	Singapore	Overseeing Asia Pacific data center operations (excluding China)
Research Research Limited	United Kingdom	

Other Subprocessors

Name	Corporate Location	Note
Amazon Web Services, Inc. (AWS)	United Kingdom	Pivot-RP is hosted exclusively in AWS data centers in the EU. Any requested audits of AWS processing shall be subject to AWS audit terms.
Sanido SRL	Romania	Data harvesting and data entry services for Pivot-RP
MongoDB Ltd.	United States	Database and related services. Any requested audits shall be subject to Subprocessor audit terms. [Successor to ObjectLabs by corporate acquisition]
Pendo	EU	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)

Data Center Facility Providers

ProQuest uses the following third party providers for data center facilities. With respect to products hosted in such facilities, ProQuest uses the "colocation" model where ProQuest owns and manages all data processing equipment and contracts with the data center facility providers for the data center space and related power, cooling, physical security and similar services.

ProQuest refers to these third parties who do not process customer data as "subcontractors" and not "subprocessors".

Subcontractor	Corporate Location	Data Center(s) Locations
Cyxtera Communications, LLC	United States	Canada
Equinix (Netherlands) B.V.	The Netherlands	European Union
Equinix LLC	United States	United States
TierPoint LLC	United States	United States

Digital Frankfurt GmbH	Germany	European Union (Germany)
Equinix Singapore Pte Ltd	Singapore	Singapore
Equinix Australia Pty Limited	Australia	Australia

Notification of Updates to Subprocessors:

ProQuest will publish updates of this List reflecting replacements and/or additions to subprocessors set forth on this List on the website where this List is located. In addition, ProQuest 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 affected/relevant customers that have provided such information (as requested) in their signed agreement or Data Processing Addendum.

Customers that would like to subscribe 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 names of your ProQuest Workflow Service(s) to at PQ-privacy-exl@clarivate.com

This Version: 2.0 - August 22, 2023

Previous Versions of List of Subprocessors:

1.0 – May 16, 2018