

Ex Libris Alephino Hosted Services
List of Subprocessors and Subcontractors

Ex Libris Services

This document applies to the Ex Libris Alephino Hosted Services hosted by Ex Libris only and not to Alephino systems installed at customer (or a third party's) premises.

Ex Libris Affiliate Subprocessors

The entities listed below are affiliates of Ex Libris (Deutschland) GmbH (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 subprocessors to deliver some or all the services provided to a customer.

All affiliates may provide professional, support and training services requiring access to data processing systems. Ex Libris affiliates followed by (*) also engage in overseeing data center operations (leasing/owning, operating and/or maintaining the data processing infrastructure located in the relevant data centers).

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

Entity Name	Corporate Location	Note
Alfahosting GmbH	Germany	Providing hosting and related services for the Alephino solution. Requested audits according to Alfahosting requirements
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)

Notification of Updates to Subprocessors:

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

This version: 2.0 – August 23, 2023

Previous Versions of this List of Subprocessors:

1.0 – December 20, 2018