Ex Libris SaaS and Hosted Services
List of Subprocessors and Subcontractors

Ex Libris Services

This document applies to the following Ex Libris SaaS and Hosted Services:

Alma	Primo	Esploro
campusM	Aleph Hosted	Voyager Hosted
Leganto	Primo Hosted	SFX Hosted

Ex Libris Affiliate Subprocessors

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 subprocessors to deliver some or all the services provided to a customer.

All Ex Libris 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 (owning, operating and 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	Overseeing Australia data center operations serving Asia Pacific region (excluding China)
Ex Libris Asia Pacific Pte Ltd.*	Singapore	Overseeing Singapore data center operations serving Asia Pacific region (excluding China)
ProQuest Latam S de R.L. de C.V ProQuest Chile SPA ProQuest Colombia S.A.S	Mexico Chile Colombia	With respect to customers based in Latin America and Latin America-based campuses of other customers

ProQuest LLC	United States	Providing specific services such as creating and maintaining researcher profiles for Esploro
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	

Data Center Facility Providers

Ex Libris uses the following third party providers for data center facilities. Ex Libris uses the "colocation" model where Ex Libris 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. Ex Libris refers to these third parties who do not process customer data as "subcontractors" and not "subprocessors". Unless otherwise agreed with a customer, the SaaS and Hosted Services for customers headquartered in the European Union are hosted in data centers located in the European Union.

Entity Name	Corporate Location	Data Center(s) Locations
Equinix (Netherlands) B.V.	The Netherlands	European Union (The Netherlands)
Digital Frankfurt GmbH	Germany	European Union (Germany)
Equinix LLC	United States	United States
Cyxtera Communications, LLC	United States	Canada and United States
Equinix Singapore Pte Ltd	Singapore	Singapore
Equinix Australia Pty Limited	Australia	Australia
Beijing 21Vianet Broadband Data Center Co., Ltd.	China	China

Other Subprocessors

Entity Name	Corporate Location	Note
Amazon Web Services, Inc. (S3 Storage)	United States	Used for Leganto, Esploro and optional Alma Digital Storage for storage of Digital objects and files. The Amazon S3 location used to store these Digital Objects or Files will match the Customer's Alma geographic region: EU/Europe (EU); US (US); or Asia Pacific (Singapore). Requested audits according to AWS audit terms
Aryaka Networks, Inc.	United States	Internet traffic acceleration services (CDN) for Singapore Data Center only.
Sanido SRL & Mirnet SRL	Romania	Data collection and data entry services for Esploro researcher profiles
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 processing personal data of their respective customers.

EXLBR Tecnologia Solucoe e Servicos Ltd.	Brazil	Support, implementation 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, implementation and maintenance services for customers in Colombia
USACO Corporation	Japan	Support, implementation and maintenance services for customers in Japan
Grupo Sistemas Logicos, SA de CV	Mexico	Support, implementation and maintenance services for customers in Mexico

ALEPH Polska Sp. z o.o.	Poland	Support, implementation and maintenance services for customers in Poland and other select customers in the European Union
FlySheet Technologies Co. Ltd.	Taiwan	Support, implementation and maintenance services for customers in Taiwan
TED Engineering Documents JSC	Vietnam	Support, implementation and maintenance services for customers in Vietnam

Notification of Updates to Subprocessors:

Ex Libris 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, 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 affected/relevant 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 PQ-privacy-exl@clarivate.com

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Previous Versions of List of Subprocessors:

1.2 - December 17, 2019

1.1 - May 14, 2019

1.0 - May 8, 2018