

**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
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.

<b>Affiliate name</b>	<b>Corporate Location</b>	<b>Note</b>
ProQuest LLC*	United States	Overseeing data center operations in the USA
ProQuest Information and Learning Ltd.	England	
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	
Ex Libris Asia Pacific Pte Ltd.*	Singapore	Overseeing Asia Pacific data center operations (excluding China)

### **Other Subprocessors**

<b>Name</b>	<b>Corporate Location</b>	<b>Note</b>
Amazon Web Services, Inc. (AWS)	United States	Hosting Pivot and certain instances of RefWorks. Any requested audits of AWS processing shall be subject to AWS audit terms.
Sanido SRL & Mirnet SRL	Romania	Data harvesting and data entry services for Pivot
ObjectLabs Corporation (mLab)	United States	Database and related services

### **Data Center Facility Providers**

ProQuest uses the following third party providers for data center 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”.

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

### **Notification of Updates to Subprocessors:**

ProQuest will publish adjustments 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 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 a ProQuest Workflow Service 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 Workflow Service(s) to [DPA-Updates@proquest.com](mailto:DPA-Updates@proquest.com).

**Last update:** May 16, 2018

### **Previous Versions of List of Subprocessors:**

None