



## OCLC SUB-PROCESSORS LIST

April 2023

OCLC, Inc. or its affiliates, as a processor, may engage other processors to process personal data for purposes of providing aspects of the services. These processors are listed as “sub-processors” below. This list may not include all entities who may receive or have access to personal data from OCLC or its affiliates.

Controllers often have more than one processor. To operate efficiently, a controller may arrange to have one of its processors share personal data with another processor. This sharing of personal data between processors would be pursuant to contracts executed between the controller and each of its processors. OCLC and its affiliates do not list these arrangements in the list below.

Additionally, sharing among OCLC, Inc. and its affiliates as described in the data processing agreements and/or standard contractual clauses executed with a controller is not listed below.

This list of sub-processors is subject to change.

### Sub-processors who provide technologies for certain OCLC Services

The following sub-processors provide technologies used to deliver specific OCLC Services. If you utilize one of the services below, the sub-processor(s) identified for that service may process, store, or otherwise access customer data or personal data in the course of helping to provide that service.

Sub-Processor	Sub-Processor Corporate Location	OCLC Product/Service	Description
Amazon Web Services (aws.amazon.com)	USA (AWS Europe region used for providing services in Europe)	<ul style="list-style-type: none"><li>WorldShare Management Services</li><li>CapiraMobile</li></ul>	WMS: Where customer requests use of a dedicated environment to test third-party product integration, dedicated integration environment is hosted in AWS  CapiraMobile: Server hosting ( <i>during European pilot period for this application, CapiraMobile server is hosted in AWS US</i> )
Argentic Software, Inc. (argenticsoftware.com)	USA	<ul style="list-style-type: none"><li>Greenglass</li></ul>	ETL processing and testing/development

Atlas Systems, Inc. (atlas-sys.com)	USA	<ul style="list-style-type: none"> <li>• ILLiad</li> </ul>	Maintenance and support
Bibliotheca Germany GmbH (bibliotheca.com)	Germany	<ul style="list-style-type: none"> <li>• BIBLIOTHECAplus</li> <li>• LBS</li> <li>• SISIS-SunRise</li> <li>• Wise Germany</li> </ul>	Integration of RFID components
Elastic (elastic.co)	USA (Hosted by Elastic in AWS Europe region for providing services in Europe)	<ul style="list-style-type: none"> <li>• EZProxy</li> </ul>	EZProxy Analytics, for customers who have enabled this service
GBV (gbv.de)	Germany	<ul style="list-style-type: none"> <li>• WISE Germany, LBS, CBS</li> </ul>	Hosting, Support
Google (analytics.google.com)	USA	<ul style="list-style-type: none"> <li>• Digby</li> <li>• CapiraMobile</li> </ul>	Google Analytics, for customers who have enabled this service
IBM (ibm.com)	USA	<ul style="list-style-type: none"> <li>• Collection Manager</li> <li>• Tipasa</li> <li>• WorldShare ILL</li> </ul>	Silverpop services to send emails and SMS messages
IronTech Designs (irontechdesigns.com)	USA	<ul style="list-style-type: none"> <li>• LendingKey</li> <li>• MuseumKey</li> </ul>	Maintenance and support
PSI Publisher Solutions International (psiregistry.org)	UK	<ul style="list-style-type: none"> <li>• EZproxy</li> </ul>	IP intrusion service, for customers who have enabled this service
Quickbase (quickbase.com)	USA	<ul style="list-style-type: none"> <li>• CONTENTdm</li> </ul>	Database and application development platform
Spinnaker Support, f/k/a Dobler Consulting Services (spinnakersupport.com)	USA	<ul style="list-style-type: none"> <li>• FirstSearch</li> <li>• WorldCat Open</li> </ul>	Database support
Triangle (triangle-solutions.de)	Germany	<ul style="list-style-type: none"> <li>• BIBLIOTHECAplus</li> <li>• SISIS-Sunrise</li> <li>• Wise Germany</li> <li>• WorldShare Management Services Germany</li> </ul>	Database support
Unique Management Services, Inc. (uniquelibrary.com)	USA	<ul style="list-style-type: none"> <li>• Wise U.S.</li> <li>• WorldShare Management Services</li> </ul>	Material recovery services and debt collection
Zendesk (zendesk.com)	USA	<ul style="list-style-type: none"> <li>• All applications</li> </ul>	Customer service software and support ticketing system

### Sub-processors who provide ancillary services to support OCLC Services

The following sub-processors provide ancillary services to help support, operate, and maintain OCLC services. In such cases, the sub-processors identified may process, store, or otherwise access limited customer data or personal data in the course of providing their ancillary services.

Sub-Processor	Sub-Processor Corporate Location	OCLC Product/Service
Amazon Web Services (aws.amazon.com)	USA	Under some circumstances, OCLC APIs that support certain lookup or search services, hosted on Amazon Web Services, may be called from within various OCLC software.
Snowflake, Inc.	USA	<ul style="list-style-type: none"><li>• CultuurConnect BI</li><li>• Collection Evaluation</li></ul>