

## Ellucian Subprocessors

### Ellucian Affiliates

Sub-processor	Nature of processing	Country of processing
Ellucian Company L.P	Account management, provision of support, product and service delivery, marketing, back-office functions	USA
Ellucian Higher Education Systems Private Limited	Account management, provision of support, product and service delivery, marketing, back-office functions	India
Ellucian Technologies Canada U.L.C	Account management, provision of support, product and service delivery, marketing, back-office functions	Canada
Ellucian SMS Ltd	Account management, provision of support, product and service delivery, marketing, back-office functions	United Kingdom, with a branch in the United Arab Emirates
Ellucian Ireland Limited	Account management, provision of support, product and service delivery, marketing, back-office functions	Ireland
Ellucian Netherlands B.V.	Account management, provision of support, product and service delivery, marketing, back-office functions	Netherlands
Ellucian UK Limited	Account management, provision of support, product and service delivery, marketing, back-office functions	United Kingdom
Ellucian Global Limited	Account management, provision of support, product and service delivery, marketing, back-office functions	United Kingdom

Ellucian Australia Pty Limited	Account management, provision of support, product and service delivery, marketing, back-office functions	Australia
Ellucian Singapore Private Limited	Account management, provision of support, product and service delivery, marketing, back-office functions	Singapore
Ellucian Technology de Mexico, S. de RL de CV	Account management, provision of support, product and service delivery, marketing, back-office functions	Mexico
Ellucian Tecnológica de Chile Limitada	Account management, provision of support, product and service delivery, marketing, back-office functions	Chile
Ellucian Tecnología de Colombia SAS	Account management, provision of support, product and service delivery, marketing, back-office functions	Colombia
Ellucian Technologies, Unipessoal Limitada	Account management, provision of support, product and service delivery, marketing, back-office functions	Portugal

### Third-Party Subprocessors

Sub-processor	Nature of processing	Country of processing	Specify Ellucian Product or Service
Amazon Web Services	Hosting Infrastructure	USA – for customers in the Americas (except Canada) and Caribbean	Ellucian Cloud and SaaS

		Canada – for customers in Canada  Ireland and Germany – for customers in EMEA  Australia – for customers in Asia Pacific region	
Box Inc.	Electronic file storage	USA	N/A
Gainsight	Customer health management	USA	All products
Google	Analytics; Use G-Suite for end user apps: G-Mail, Google Docs, Google Slides, Google Char, etc.	USA	All Products
Informatica	Address verification	USA	Ellucian Colleague, Ellucian Banner
Microsoft (Azure)	Hosting infrastructure	USA	Ellucian CRM
Salesforce	Customer account management, sales operations, marketing automation	USA	N/A
ServiceNow Inc.	support management services – submission of support tickets	USA	All products
Slack	Communications	USA	N/A

Twilio	SMS, Email	USA	Ellucian Communicate
Zoom	Communications	USA	N/A
iOPEX Technologies	Support - classification, customer acknowledgement, on-call notification and routing of customer submitted cases either from the customer portal or Help Desk	USA	All products

**Staff augmentation and consulting firms** (Additional personnel to provide development, functional and technical consulting or cloud services)

Sub-processor	Nature of processing	Country of processing
KPI	Contingent labor providing development staff augmentation; building reports with PII	Ireland and Germany
RemX	Contractors providing L1 phone support to customers	USA
Roth Staffing	Contractors providing L1 phone support to customers	USA
Ferilli	Consulting services to support customer implementations	USA

	Ellucian project delivery partner - general implementations/PS services	
Brown, Hendrix Associates	PS for Colleague ERP & for on-prem, cloud hosted and SaaS customers  Ellucian project delivery partner - general implementations/PS services	USA
SIG	Ellucian project delivery partner - general implementations/PS services	USA, Canada
Higher Digital	Change Management Services	
Doctums Global	Ellucian project delivery partner	USA, Mexico
Tata Consulting Services Limited (TCS)	Ellucian project delivery partner	India
UCIT	Ellucian project delivery partner	USA
Magnit (PRO Unlimited)	Contractor provider; customer data	USA
XpertLearning FZ	Professional Services- functional and technical consulting	Czech Republic



**Depending on the products and/or services you purchase, one or more of the following subprocessors may be involved in the delivery of your services. Check your order form(s) for additional details.**

Addvantit	ITB
Adirondack Solutions Inc	Liferay
Alive Technologies, Inc.	Metabase
Avenu	MicroFocus
Beducacion S.A.	NEOED
CA Technologies, a Broadcom Company	Neoris
Cornerstone	OA Solutions
Doctums Global	OpenText
DVE	Oracle
Emburse Chrome River Technology	PayPal
EMS Software, LLC	ProcessMaker
ESM Solutions Corporation	Pansoft
Espire	Quantum Information tech
Five9	Rocket Software
Global Entserve Solutions Ireland Limited	SparkPost
Higher Digital	Syntellis Performance Solutions Axiom Software
Hitachi Vantara	SAP
Hyland	Tableau
IBM	Tata Consultancy Services (TCS)
ICC/Taqniyat	TIBCO
Informatica	TouchNet Information Systems, Inc.
ISE, Inc.	WSO2