

# EBSCO Information Services (EIS) Privacy Notice

For legal purposes, only the English language version of the [Privacy Policy](#) is binding. Non-english versions are translated from the English language version for your convenience.

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EBSCO Information Services and its affiliates and subsidiaries ("EIS," "we," "us," or "our") respect your privacy. This Privacy Notice ("Notice") describes the processing of Personal Information (defined below) that is provided, collected, or disclosed while providing our products or services to you (collectively, "Services") and on the websites, applications, and online platforms that link to this Notice (collectively, "Site"), including when you apply for a job with us. It also describes rights you may have under applicable laws. Please read this Notice carefully to understand our policies and practices regarding your Personal Information and how we will treat it. To access this Notice in an alternative downloadable format, [please click here](#).

## Personal Information We Collect

We collect several categories of Personal Information from and about users of our Site and Services. "**Personal Information**" means information that uniquely identifies, relates to, describes, or is reasonably capable of being associated with or linked to you. The categories of Personal Information we collect may include:

- *Contact and Account Information* – If you submit an inquiry, register for an account, or provide information on or through our Site or Services, we may collect contact information like your name, mailing address, email address, and phone number as well as other account or profile information such as your library card.
- *Commercial Information* – If you submit an inquiry, or provide information on our Site, we may collect commercial information including information about your purchases, subscriptions, and Services you have shown interest in.
- *Usage Information* – When you use our Site, we may automatically record information, including your Internet Protocol address (IP Address), geolocation of your device, browser type, referring URLs (e.g., the website you visited before coming to our Site), domain names associated with your internet service provider, and any other information regarding your interaction with our Site (e.g., search history, borrow history, invoice history, courses taken, student scores).
- *Employment Information* – If you apply for employment with us, we will collect Personal Information related to your potential employment, including your

education and employment history, address and contact information, demographic information, and any other information included in your resume or application.

- *Communication Information* – We may collect Personal Information contained within your communications with us via email, chat functionality, social media, telephone, or otherwise, and in certain cases we may use third-party service providers to do so. Where permitted by applicable law, we may collect and maintain records of calls and chats with our agents, representatives, or employees via message, chat, post, or similar functionality.
- *Financial Information* – If you use our Services, we may collect financial information such as credit card details via our third-party payment processor to facilitate online payments.

## **How We Collect Personal Information**

- *Directly From You* – We collect Personal Information that you provide to us directly, for example, if you choose to contact us, request information from us, sign up to receive updates, or otherwise utilize our Site or Services.
- *From Third Parties* – We may collect Personal Information from third parties, including but not limited to business partners, advertising networks, social networks, data analytics providers, mobile device providers, Internet or mobile service providers, recruiters and job application portals, and background check providers.
- *Through Online Tracking Technologies* – We use cookies and similar technologies to collect Personal Information automatically as you navigate our Site. For additional information regarding our use of these technologies, see the *Cookies and Tracking Technologies* section below.

## **How We Use Personal Information**

To the extent permitted by applicable law, we use Personal Information:

- *To provide and personalize our Site and Services*, such as processing or fulfilling orders and transactions, providing and personalizing our Services, processing payments, providing customer service, maintaining or servicing accounts, providing financing, verifying customer information, creating and maintaining business records, verifying eligibility, and undertaking or providing similar services.
- *To optimize, improve, and maintain our Services*, including understanding how users interact with our Services, gauging user interest in certain Services or Site functionality, and troubleshooting problems.

- *For internal research and development*, such as testing, verifying, and improving the quality of our Services or developing new ones.
- *For marketing and advertising*, including using your information to send you messages, notices, newsletters, surveys, promotions, or event invitations about our own or third parties' goods and services that may be of interest to you. We also use Personal Information to conduct interest-based advertising as discussed in the *Cookies and Other Tracking Technologies* section below. You can also unsubscribe from any marketing emails or text messages that we may send you by following the instructions included in the email or text correspondence or emailing us at [privacy@ebsco.com](mailto:privacy@ebsco.com).
- *For communicating with you*, such as responding to your questions and comments or notifying you of changes to our Site or Services.
- *For legal, security, or safety reasons*, such as protecting our and our users' safety, property, or rights; complying with legal requirements; enforcing our terms, conditions, and policies; detecting, preventing, and responding to security incidents; and protecting against malicious, deceptive, fraudulent, or illegal activity.
- *As part of a corporate transaction*, such as in connection with the sale of part or all of our assets or business, the acquisition of part or all of another business or another business' assets, or another corporate transaction, including bankruptcy.
- *To fulfill any other purpose for which you provide it*, including purposes described when you provide the information or give your consent.

If you are applying for employment with us, we also use Personal Information to process your job application, to verify the information you have provided in your application, conduct interviews, perform background and reference checks, to communicate with you and answer your questions, to confirm your eligibility for employment, and improve our recruiting processes. We may also save your Personal Information for future employment opportunities with us.

## **How We Disclose Personal Information**

We may disclose aggregated information about our users, and information that does not identify any individual, without restriction.

We may disclose your Personal Information with your consent or in the following circumstances:

- *Employees and Other Personnel* – We may share Personal Information with our employees and personnel (such as contractors) who have a need to know the information for our business purposes.
- *Affiliates and Subsidiaries* – We may share Personal Information within our family of companies for their and our business and marketing purposes, including providing you with information about the Services we think may be of interest to you.
- *Service Providers* – We disclose your Personal Information with the service providers that we use to support our business, including but not limited to, data analytics providers, website hosting providers, and other technology providers. If you are applying for a job with us, this may include service providers such as background check providers and human resource providers.
- *Business Partners* – We may disclose Personal Information with trusted business partners. For example, we may disclose your Personal Information with a company whose products or services we think may be of interest to you or who we co-sponsor a promotion or service with.
- *Ad Tech Companies and Other Providers* – We may share or make available limited Personal Information (such as a mobile device identifiers) with ad tech companies and other online service providers. When we share your Personal Information in this context, we follow applicable legal requirements, which may require that we provide opt-out rights or other individual rights.
- *Legal Obligation or Safety Reasons* – We may disclose Personal Information to a third party when we have a good faith belief that such disclosure of Personal Information is reasonably necessary to (a) satisfy or comply with any requirement of law, regulation, legal process, or enforceable governmental request, (b) enforce or investigate a potential violation of any agreement you have with us, (c) detect, prevent, or otherwise respond to fraud, security or technical concerns, (d) support auditing and compliance functions, or (e) protect the rights, property, or safety of EIS, its employees and clients, or the public against harm.
- *Merger or Change of Control* – We may disclose Personal Information to third parties as necessary if we are involved in a merger, acquisition, or any other transaction involving a change of control in our business, including but not limited to, a bankruptcy or similar proceeding. Where legally required, we will give you notice prior to such disclosure.
- *Other* – We may disclose Personal Information to third parties when explicitly requested by or consented to by you, or for the purposes for which you disclosed the

Personal Information to us as indicated at the time and point of the disclosure (or as was obvious at the time and point of disclosure).

## **Cookies and Other Tracking Technologies**

We and our service providers may use cookies and similar technologies to collect usage and browser information about how you use our Site. The technologies we use for this automatic data collection may include cookies and web beacons that permit us to verify system and server integrity and generate statistics around the popularity of certain content. We process the information collected through such technologies, which may include or be combined with Personal Information, to help operate certain features of our Site, to enhance your experience through personalization, and to help us better understand the features of our Site that you and other users are most interested in.

*Website Delivery and Appearance* – We may use third-party providers to enable certain customer interaction opportunities, content delivery (like audio or video), or other service capabilities. Examples include, but are not limited to, the following functionality:

- **Content Delivery:** We partner with service providers to host our Site and deliver specific content in support of our Services. For example, we use Adobe Typekit to serve fonts on our Site, which is governed by [Adobe Typekit's Privacy Policy](#). We also partner with companies like YouTube, Vimeo, Kaltura, and Wistia to deliver specific content delivery like audio and video. For more information about how YouTube collects and uses your data, visit [Google's Privacy Policy](#).
- **Chat-based Customer Support:** We use an interactive chat feature powered by a third party (like Olark and ServisBot), which may utilize artificial intelligence, to enable live customer service and technical support via our Site. When you engage in the chat enabled by this service provider, you may be interacting with an automated and artificial system, not a human representative. Additionally, to provide the customer service and technical service enabled by this interactive system, we will automatically collect and share certain information (such as personal identifiers, usage information, and message content) with the supporting vendor. Any Personal Information disclosed with that third party via this interactive tool will be handled in accordance with the applicable third party's privacy policy. Please see their individual policy and terms to learn more.

*Website Analytics and Session Replay* – We use analytics and session replay services, that use cookies and other technologies that collect your Personal Information, to assist us with analyzing our Site traffic and site usage to optimize, maintain, and secure our Site and inform subsequent business decisions (including, e.g., advertising). These include, but are not limited to, the following third-party services:

- **Microsoft Clarity:** We partner with Microsoft Clarity and Microsoft Advertising to capture how you use and interact with our Site through behavioral metrics, heatmaps, and session replay to improve and market our products/services. Site usage data is captured using first and third-party cookies and other tracking technologies to determine the popularity of products/services and online activity. Additionally, we use this information for site optimization, fraud/security purposes, and advertising. For more information about how Microsoft collects and uses your data, visit the [Microsoft Privacy Statement](#).
- **Google Analytics:** To learn more about how Google uses data, visit [Google's Privacy Policy](#) and Google's page on "[How Google uses data from sites or apps that use our services](#)." You may download the [Google Analytics Opt-out Browser Add-on](#) for each web browser you use, but this does not prevent the use of other analytics tools. To learn more about Google Analytics cookies, visit [Google Analytics Cookie Usage on Websites](#).
- **Meta, LinkedIn, and TikTok Pixels:** We use Meta, LinkedIn, and TikTok pixels to track user activity on our Site and improve downstream offerings, including interest-based advertising for our services and those of our partners and service providers.

*Interest-Based Advertising* – We may also allow or enable third parties to collect Personal Information to provide their interest-based advertising on behalf of our products and services, or their own. Interest-based advertising occurs when advertisements are shown to you based on information collected from your online interactions over time and across multiple websites, devices, or online services that you visit or use. Some companies may engage in cross-context behavioral advertising to predict your preferences and show you advertisements that are most likely to be of interest or relevant to you.

We do not control these third parties' collection or use of your information for these purposes, or the opt-out options they may individually offer you via their terms, conditions, and privacy policies. If you have any questions about an advertisement or other targeted content, you should contact the responsible provider directly. Examples of the third-party service providers we engage to serve interest-based advertisements include Google Ads (including Google Dynamic Remarketing, Google Signals, and DoubleClick), Meta Ads (including Meta Pixels and Facebook advertising services), LinkedIn marketing solutions (including LinkedIn Pixels, Ads, and Analytics), Microsoft advertising, and Adobe Audience Manager. It is in this context that we may provide advertising networks, data analytics providers, social networks, and video sharing platforms with Personal Information such as your IP address, device information, Internet and other electronic network activity information, and geolocation information in the last twelve months.

*Selling Personal Information* – While we do not sell Personal Information in exchange for monetary consideration, we do disclose Personal Information for other benefits that could

be deemed a “sale” under various data protection laws because it is sometimes broadly defined to include activities such as the delivery of interest-based advertising on websites or allowing third parties to receive certain information, such as cookies, IP address, and/or browsing behavior.

*Cookie Choices* – To manage your preferences with respect to these technologies, you can:

- Change your cookie preferences by visiting our preferences page or customizing your browser settings to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable certain cookies, please note that some parts of our Site may not function properly. These settings may be lost and require reconfiguration if you delete your cookies.
- Block the collection and use of your information by online platforms and ad tech companies for the purpose of serving interest-based advertising by visiting the opt out pages of the self-regulatory programs of which those companies are members: [National Advertising Initiative](#) and [Digital Advertising Alliance](#) (or the [European Interactive Digital Advertising Alliance](#), if you are located in the European Economic Area). Please note that even if you opt out of interest-based advertising, you may still see “contextual” ads which are based on the context of what you are looking at on the websites and pages you visit.
- Review and execute any provider-specific instructions to customize your preferences or opt-out of certain processing, including interest-based advertising, by third-party service providers. For example, to opt-out of this type of advertising by Google, customize your ad preferences, or limit Google’s collection or use of your data, visit [Google’s Safety Center](#) and [Google’s Ad Settings](#) and follow [Google’s personalized ad opt-out instructions](#). To opt out of advertising under Adobe Audience Manager, please follow [Adobe’s Experience Cloud opt-out instructions](#). Meta also offers an [Ad Preferences center](#) to customize your settings, as well as a [Privacy Policy](#) with additional information on how you can exercise your rights.

## **How Long We Keep Your Personal Information**

We retain your information for as long as needed: (i) to conduct business with you; (ii) fulfill the purposes outlined in this Notice; and (iii) to comply with our legal obligations, resolve disputes, and enforce any agreements. Criteria we will use to determine how long to retain your Personal Information include the nature and length of our business relationship with you; our legal rights, obligations, and retention requirements; and if we have an ongoing business purpose for retaining your Personal Information, such as communicating with you about ongoing or prospective Services you requested.

## **Links to Third-Party Websites**

We are not responsible for the practices employed by any websites or services linked to or from our Site, including the information or content contained within them. We encourage you to investigate and ask questions before disclosing Personal Information to third parties, since any Personal Information disclosed will be handled in accordance with the applicable third party's privacy policy.

In some cases, we offer links to social media platforms (like Facebook, Instagram, LinkedIn, Pinterest, X (formerly known as Twitter) and YouTube) that enable you to easily connect with us or share information on social media. Any content you post via these social media pages is subject to the Terms of Use and Privacy Policies for those platforms.

We may also hyperlink to or integrate with other websites to provide enhanced services, technological capabilities, or resources for you. These plug-in services and capabilities are governed by the terms, conditions, and policies of the underlying companies. For example, we offer several project board resources via Monday.com, which website visitors can access by entering the platform using their own credentials. Some of the other integrations we currently offer include the ability to view our business and/or provider profiles on Google and Facebook, including the customer reviews publicly posted there. This hyperlinked content (including, e.g., any customer reviews) is governed according to the privacy policies for each platform, and the links to these external websites and services provided for your convenience. We may also give you the option to login to EIS platforms via your employer's single-sign on or other third-party services like Facebook or Google. If you choose to leverage this option to link your accounts, we may receive information associated with your account (such as your name and profile information) from that third-party platform or service. This information varies and is controlled by that service or as authorized by you via your privacy settings at that service. We recommend reviewing the service's privacy policy beforehand and managing your privacy settings on an ongoing basis.

## **International Data Transfers**

When you use and provide information through the Site and Services, EIS may transfer your Personal Information to the United States and other jurisdictions that may not be deemed to provide the same level of data protection as your home country, as necessary for the purposes set out in this Notice.

EIS, including its U.S. subsidiaries, relies on its certification under the Data Privacy Framework ("DPF"), the safeguards set forth in Article 46 of the GDPR, or derogations for specific situations set forth in Article 49 of the GDPR (or other analogous data transfer mechanisms) to transfer personal information across international borders. To request a copy of the specific Article 46 agreement(s) governing the transfer of your personal information, please email us at [privacy@ebsco.com](mailto:privacy@ebsco.com).

In all cases, we will ensure that any transfers of personal information will only be undertaken in compliance with applicable data protection laws.

*Information related to EU-U.S. Data Privacy Framework (“EU-U.S. DPF”), the UK Extension to the EU-U.S. DPF, and the Swiss-U.S. Data Privacy Framework (“Swiss-U.S. DPF”)* – EBSCO Information Services, LLC, its subsidiaries (specifically, EBSCO International, Inc., EBSCO Publishing, Inc. dba EBSCO Information Services, DynaMed, LLC, and Yankee Book Peddler, Inc. dba GOBI Library Solutions from EBSCO) and its parent, EBSCO Industries, Inc., complies with the EU-U.S. DPF, the UK Extension to the EU-U.S. DPF, and the Swiss-U.S. DPF as set forth by the U.S. Department of Commerce. EIS has certified to the U.S. Department of Commerce that it adheres to the EU-U.S. DPF Principles with regard to the processing of personal data received from the European Union in reliance on the EU-U.S. DPF and from the United Kingdom (and Gibraltar) in reliance on the UK Extension to the EU-U.S. DPF. EIS has certified to the U.S. Department of Commerce that it adheres to the Swiss-U.S. DPF Principles with regard to the processing of personal data received from Switzerland in reliance on the Swiss-U.S. DPF. If there is any conflict between the terms in this privacy policy and the EU-U.S. DPF Principles and/or the Swiss-U.S. DPF Principles, the Principles shall govern. To learn more about the Data Privacy Framework (DPF) program, and to view our certification, please visit <https://www.dataprivacyframework.gov/>.

*DPF Internal Complaints Mechanism* – In compliance with the EU-U.S. DPF, the UK Extension to the EU-U.S. DPF, and the Swiss-U.S. DPF, EIS commits to resolve DPF Principles-related complaints about our collection and use of your personal information. EU, UK, and Swiss individuals with inquiries or complaints regarding our handling of personal data received in reliance on the EU-U.S. DPF, the UK Extension to the EU-U.S. DPF, and the Swiss-U.S. DPF should first contact EIS by mail at 5724 Highway 280 E, Birmingham, AL 35242 USA, Attn: Data Privacy Officer or by email at [privacy@ebsco.com](mailto:privacy@ebsco.com).

*DPF Recourse Mechanisms* – In compliance with the EU-U.S. DPF, the UK Extension to the EU-U.S. DPF, and the Swiss-U.S. DPF, EIS commits to refer unresolved complaints concerning our handling of personal data received in reliance on the EU-U.S. DPF, the UK Extension to the EU-U.S. DPF, and the Swiss-U.S. DPF to TRUSTe, an alternative dispute resolution provider based in the United States. If you do not receive timely acknowledgment of your DPF Principles-related complaint from us, or if we have not addressed your DPF Principles-related complaint to your satisfaction, please visit <https://feedback-form.truste.com/watchdog/request> for more information or to file a complaint. These dispute resolution services are provided at no cost to you.

Please note that, under certain conditions, you may invoke binding arbitration to determine whether we have violated our obligations under the DPF Principles as to you and whether any such violation remains fully or partially unremedied. For more information regarding the possibility, under certain conditions, to invoke binding arbitration for complaints regarding DPF compliance that have not been resolved via other DPF mechanisms, please visit: <https://www.dataprivacyframework.gov/s/article/ANNEX-I-introduction-dpf>.

*DPF Investigation & Enforcement* – The Federal Trade Commission has jurisdiction over EIS's compliance with the EU-U.S. DPF, the UK Extension to the EU-U.S. DPF, and the Swiss-U.S. DPF.

*Liability in Cases of Onward Transfers to Third Parties* – EIS has responsibility for the processing of personal data it receives under the DPF Principles and subsequently transfers to a third party acting as an agent on its behalf. EIS shall remain liable under the DPF Principles if its agent processes such personal data in a manner inconsistent with the DPF Principles, unless EIS proves that it is not responsible for the event giving rise to the damage.

## **How We Protect Personal Information**

We have implemented commercially reasonable measures designed to secure your Personal Information from accidental loss and from unauthorized access, use, alteration, and disclosure. Unfortunately, the transmission of information via the internet is not completely secure. Despite these efforts to store Personal Information in a secure environment, we cannot guarantee the security of Personal Information during its transmission or its storage on our systems.

## **Exercising Your Privacy Rights**

Depending on where you live, you may have the following rights with respect to your Personal Information under applicable data protection laws:

- *Access* – The right to request access to and obtain a copy of any Personal Information we may have about you.
- *Deletion* – The right to delete your Personal Information that we have collected or obtained, subject to certain exceptions.
- *Correction* – The right to request that we correct any inaccuracies in your Personal Information, subject to certain exceptions.
- *Opt Out of Certain Processing* – The right to: (a) opt out of the processing of your Personal Information for purposes of targeted or cross-context behavioral advertising, (b) opt out of the sale of your Personal Information, and (c) limit the use of your sensitive Personal Information (if applicable). We do not collect or process sensitive Personal Information outside of purposes permitted by law (such as section 7027(m) under the California Consumer Privacy Act Regulations), so we do not offer the option to limit its use.
- *Objection/Restriction of Processing* – The right to object or restrict us from processing your Personal Information in certain circumstances.

- *Withdraw Consent* – The right to withdraw your consent where we are relying on your consent to process your Personal Information.
- *Automated Decision-Making* – The right to know when you are subject to automated decision-making, the Personal Information used to render the decision, the principal factors and parameters involved in the decision, and human review or correction of the decision (or its underlying data, where appropriate). You may also have the right, depending on your location, to consent or opt out of (a) this automated decision-making or (b) any profiling in furtherance of decisions that produce legal or similarly significant effects. We do not profile you or other individuals in a manner that would result in legal or similarly significant effects, or engage in automated decision-making, so we do not offer an opt out of such activity.
- *Lodge a Complaint* – The right to lodge a complaint with a supervisory authority or other regulatory agency if you believe we have violated any of the rights afforded to you under applicable data protection laws. We encourage you to first reach out to us so we have an opportunity to address your concerns directly before you do so.

To exercise any of the privacy rights afforded to you under applicable data protection laws, please submit a request via our [online portal](#), e-mail us at [privacy@ebsco.com](mailto:privacy@ebsco.com), or call us at 1-833-705-0124. You may also exercise your opt out rights by broadcasting an Opt-Out Preference Signal, such as the Global Privacy Control (GPC). We honor Opt-Out Preference Signals, including GPC. If you choose to use an Opt-Out Preference Signal, you will need to turn it on for each supported browser or browser extension you use.

You will not be discriminated against in any way by virtue of your exercise of the rights listed in this Notice. However, should you withdraw your consent or object to processing of your Personal Information, or if you choose not to provide certain Personal Information, we may be unable to provide some, or all, of our Services to you.

Only you, or an authorized agent that you authorize to act on your behalf, may make a request related to your Personal Information. We may need to verify your identity before fulfilling certain requests, and if we cannot verify your identity, we may request additional information from you. If you are an authorized agent making certain requests on behalf of another person, we will also need to verify your identity, which may require proof of your written authorization or evidence of power of attorney. We endeavor to respond to requests within the time period required by applicable law. If we require more time, we will inform you of the reason and extension period in writing.

We do not charge a fee to process or respond to your requests unless they are excessive or repetitive. If we determine that a request warrants a fee, we will tell you why we made that decision and provide you with a cost estimate before completing your request. We may

deny certain requests, or only fulfill some in part, as permitted or required by law. If you are not satisfied with the resolution of your request and you are afforded a right to appeal such decision, you will be notified of our appeal process in our response to your request.

## **Children's Privacy**

Most of our Services are not directed toward children. For our Services that are designed to be used by children under 13 years of age, we comply with the provisions of the Children's On-Line Privacy Protection Act ("COPPA") and other applicable laws.

To the extent we collect any information of minors under 18 years of age that is considered personal information under any applicable law, we do not and will not sell such information without verified written parental consent and have not sold such information during the preceding 12 months or at any other time.

If you have questions about our practices around children's data, please contact us at [privacy@ebsco.com](mailto:privacy@ebsco.com).

## **Individuals in the European Union, European Economic Area, Switzerland, and the United Kingdom**

This section provides additional information regarding EIS's processing of personal data of people located in the European Union (EU), European Economic Area (EEA), Switzerland, and the United Kingdom (UK) in accordance with the EU Data Protection Regulation, UK Data Protection Regulation, and the Swiss Federal Data Protection Act.

### *Legal Bases for Processing*

Our legal basis for processing Personal Information depends on the Personal Information involved and the context in which we process it. Where EIS acts as a controller, we process your Personal Information: with your consent; where necessary to perform a contract; to comply with our legal obligations; and where doing so is in our legitimate interests (including the purposes described in this Notice) and such interests are not outweighed by your rights and freedoms.

### *Special Category Data*

EIS only collects Special Category Data where we have a lawful basis for doing so that is permitted under Article 9 of the GDPR. For example: If you apply for a job with us, we may collect data that reveals your racial or ethnic origin, trade union membership, sexual orientation, or health to fulfill our obligations, exercise our rights, and otherwise administer our employment relationship with you (including initial recruitment and hiring, where applicable). We may collect health information to make reasonable disability accommodations; immigration information to verify your right to work in a particular jurisdiction; and data points like your race, ethnicity, and sexual orientation to monitor equal opportunities.

Please refrain from sending us any Special Category Data outside these contexts.

## California Residents

This section provides additional information regarding EIS's practices pursuant to the California Consumer Privacy Act of 2018 and its implementing regulations, as amended by the California Privacy Rights Act ("CCPA"), where "**Personal Information**" has the definition set forth in the CCPA.

Please see the below chart for detailed information about the categories of Personal Information we have collected from California residents during the twelve months preceding the date on which this Notice was last updated and the categories of third parties to whom we Sell or Share Personal Information (as those terms are defined in the CCPA). For each category of Personal Information set forth in the chart below, the categories of third parties to whom we disclose it for a business or commercial purpose are set forth in the *How We Disclose Personal Information* section above.

<b>Personal Information Category set forth in Cal. Civ. Code § 1798.140</b>	<b>Categories of Third Parties to Whom We Sell or Share Personal Information</b>
<b>Personal identifiers</b> , including real name, alias, postal address, unique personal identifier, online identifier, Internet Protocol address, email address, or other similar identifiers.	Third-party marketers and other third parties that set cookies and other online tracking technologies on our Site.
<b>California Customer Records Personal Information</b> (Cal. Civ. Code § 1798.80(e)), including name, signature, physical characteristics or description, address, telephone number, education, employment, employment history, etc.	We do not Sell or Share this category of Personal Information.
<b>Characteristics of protected classifications</b> under California or federal law. This may include age, veteran status, accommodations information, gender identity and expression, sexual orientation, and religion.	We do not Sell or Share this category of Personal Information.
<b>Commercial information</b> , including records of personal property, products or services purchased, obtained, or	Third-party marketers, analytics providers and other third parties that set

considered, or other purchasing or consuming histories or tendencies.	cookies and other online tracking technologies on our Site.
<b>Internet and other electronic network activity information</b> , including, but not limited to, browsing history, search history, and information about individual interactions with an Internet website, application, or advertisement.	Third-party marketers, analytics providers and other third parties that set cookies and other online tracking technologies on our Site.
<b>Geolocation data</b> , such as your IP address.	Third-party marketers, analytics providers and other third parties that set cookies and other online tracking technologies on our Site.
<b>Sensory data</b> including audio, electronic, visual, thermal, olfactory, or similar information.	We do not Sell or Share this category of Personal Information.
<b>Professional or employment-related information.</b>	Third-party marketers, analytics providers and other third parties that set cookies and other online tracking technologies on our Site.
<b>Non-public education information</b> as defined in the Family Educational Rights and Privacy Act (20 U.S.C. § 1232g; 34 C.F.R. Part 99)	We do not Sell or Share this category of Personal Information.
<b>Inferences drawn from any of the information categories to create a profile about a consumer</b> reflecting the consumer's preferences, characteristics, psychological trends, predispositions, behavior, attitudes, intelligence, abilities, and aptitudes.	We do not Sell or Share this category of Personal Information.
<b>Sensitive Personal Information as set forth in Cal. Civ. Code § 1798.140</b> , including social security number, driver's license number, state identification card, or passport number; citizenship or	We do not Sell or Share this category of Personal Information.

immigration Information; racial or ethnic origin; account access credentials (like usernames or account numbers combined with password or other security/access code to access an account).	
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*California Shine the Light* – Under California Civil Code Section 1798.83, individual customers who reside in California and who have an existing business relationship with us may request information about our disclosure of certain categories of Personal Information to third parties for the third parties' direct marketing purposes, if any. To make such a request, please contact us at [privacy@ebsco.com](mailto:privacy@ebsco.com). Please be aware that not all information sharing is covered by these California privacy rights requirements and only information on covered sharing will be included in our response. This request may be made no more than once per calendar year.

### **Changes to this Notice**

Please note that we may modify or update this Notice from time to time, so please review it periodically. If we make material changes to how we treat Personal Information, we will notify you according to applicable law. Unless otherwise indicated, any changes to this Notice will apply immediately upon posting to our Site. You are responsible for periodically visiting our Site and this Notice to check for any changes.

### **Contact Us**

If you have any questions about our practices or this Notice, or would like to contact our privacy team, please contact us at [privacy@ebsco.com](mailto:privacy@ebsco.com).