

## PRODUCT / SERVICE TERMS

These Product/Service Terms apply to certain products that you access through our platform(s), website(s) or are otherwise identified in your order form, statement of work or other ordering document (collectively “**order form**”) and supplement the Clarivate Terms which apply to all of our products. If you have ordered or are accessing a product that is not listed below, then these Product/Service Terms not apply to your order. “**We**”, “**our**” and “**Clarivate**” means the Clarivate entity identified in the order form; “**you**” and “**your**” means the Client entity identified in the order form. Any other terms not defined in these Product/Service terms have the meaning given to them in the Clarivate Terms.

### Publons

**(a) Additional Definitions.** “**User**” means an individual engaged with our service or via your integration with our service. This can include, but is not limited to, an individual peer reviewing manuscripts (“**Reviewer**”), an individual editing a manuscript or managing a journal (“**Editor**”), or an individual creating a manuscript (“**Author**”). “**Activity**” means the work a User has performed. This can include, but is not limited to, the peer review of a manuscript (“**Review**”), the handling of a manuscript as an editor (“**Editing**”), or the creation of a manuscript (“**Authoring**”). “**User Data**” means personal data belonging to the User and provided to us by you in accordance with the agreement and as authorized by the User, including but not limited to personal contact details and any Activity, but does not include data provided to us directly from the User.

**(b)** Where you are an organization, you will ensure that your Users follow the terms and guidelines described in the terms for Users.

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**Monitoring of compliance, etc.** We may periodically (but do not undertake to) check Reviews for non-compliance with Publons policy and guidelines. In cases of non-compliance we will endeavor where practicable (but do not undertake) to contact Users and provide an opportunity for the Review to be amended. We reserve the rights (a) not to publish any Review, (b) to amend any Review at any time, and (c) to remove any Review or any other content without notice and where practicable will endeavor to notify the User(s) concerned of removal. We encourage instances of non-compliance to be reported by emailing [info@publons.com](mailto:info@publons.com), linking to the relevant Review and

outlining the non-compliance concerned. Any Review represents the User's own views, and we do not endorse any Review.

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**For Customers of Reviewer Recognition, Reviewer Connect, and Transparent Peer Review:**

**Use of content.** We will: (a) process User data on your behalf, for the purposes of the subscribed services and for no other purpose, acting as a data "processor" as defined in applicable data protection laws; (b) only post Reviews publicly if the relevant journal has opted to set a review policy that allows public posting of the Review and the Reviewer elects to post the review; (c) gather feedback about the service and (d) for no other purposes except as expressly authorized by the User. In situations where we act as a data processor on your behalf, all communications with the relevant Users are to be approved with you in advance, provided that once a User 'opts in' to the service, we may communicate directly with the User and the frequency, content and method of such communication will be at our sole discretion. Upon termination or expiry of the agreement, you agree that we may contact Users for the sole purpose of obtaining their agreement to retain the User's data on our service. If the User does not agree, or if they do not respond, the User's data will be destroyed 30 days following that contact being made. If the User has 'opted-in' or registered for the service during the term their User data will be retained by us following termination without further agreement being required. For the avoidance of doubt, if the User 'opts-in' or otherwise registers for the service, either during the term or subsequent to termination, we will be controllers of any data obtained independently from the User. You will comply with all laws and regulations applicable to the communications sent through the service or using data obtained from the service, including those laws and regulations relating to (a) acquiring consents (where required) to lawfully send e-mails, (b) the content of e-mails, and (c) implementing an unsubscribe or opt-out mechanism.

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