

Completing the Ex Libris GDPR Addendum

The EU General Data Protection Regulation (GDPR) became applicable on 25 May 2018.

Any customers that are processing, or intend to process, personal data that is subject to the GDPR through Ex Libris services must have a Data Processing Agreement (DPA) with us to allow both the customer and Ex Libris to comply with the DPA requirements in Article 28 of the GDPR. Most of the agreements signed with our customers prior to May 2018 did not include a GDPR DPA. If your current Ex Libris service agreement does not include a GDPR DPA or references one of the DPAs published by Ex Libris, you should download, sign, and return the DPA or DPAs appropriate to the Ex Libris service that you use.

If you are using ProQuest® Workflow Solutions, such as Summon, Ulrichsweb, Intota, 360 Core, RefWorks and Pivot, please follow the separate instructions [at this link](#).

Please read the following carefully as it is designed to help you in this process.

Links to each addendum are included at the end of this document.

What action must I take?

To meet the GDPR requirements, we have prepared a pre-signed data processing addendum to our current agreements for the provision of SaaS, and cloud-hosted solutions, such as Alma, Primo VE/SaaS, Leganto, Esploro, Rapido, campusM, Research Professional and Aleph Hosted. We have also provided an Addendum to cover the provision of support services for Ex Libris programs installed at the customer's premises. These addendums are geared specifically to the GDPR and the type of processing activity that takes place with respect to these services. You should download, complete, and sign the appropriate addendum where indicated, and send it back promptly.

Where can I access the addendum?

You can access the data processing addendum from [this webpage](#). There is one addendum for each relevant group of services. **Direct links for each addendum are included at the end of this document.**

Why did you prepare these addendums?

GDPR is very specific that a data processing agreement includes, among other requirements, a description of what processing is to be done and how the processor performs its tasks. Since we already know what we do for our customers, and how we do it, we prepared the data processing addendum to meet these requirements.

Which addendum must I download?

This depends on the Ex Libris product that you use, and the Service Model in which it is implemented, e.g. on-premises, hosted or SaaS, campusM. The webpage makes it very clear which agreements are available.

If you are in any doubt about how your Ex Libris product is implemented, please check the "Service Level" in our Support Portal under "Account Assets". For Service Levels that show "Multi-Tenant Direct", "Total Care" and "VE" the Hosted and SaaS addendum is relevant; for Service Level "Dedicated-Direct" please also use the Hosted and SaaS addendum. If your Service Level is "Local", please use the On-Premise addendum.

If you have additional questions regarding your Service Level, please submit a case via Ex Libris Support Portal.

Where do I send my completed addendums?

Once you have completed and signed the addendum, scan and email it to GDPRAddendum@exlibrisgroup.com or to any other address listed in the instructions to the particular DPA that your institutions needs to execute. Please ensure that you return an Addendum for each relevant group of Ex Libris services that you use. You should also ensure that you keep a copy of that email for your own GDPR compliance records.

What happens if I do not sign the addendum?

If your institution's personal data is subject to the GDPR, without this data processing addendum in place, you are likely to be in breach of the GDPR from the date your institution begins processing data on the service, and so we urge you to take action now.

The addendums

Note: If you are using **ProQuest® Workflow Solutions**, such as *Summon, Ulrichsweb, Intota, 360 Core, RefWorks and Pivot*, please follow the separate instructions [at this link](#).

Ex Libris Products	
Application	Link to Data Processing Agreement (DPA) Addendum
Aleph (hosted)	SaaS/Hosted
Aleph (on premise)	On premise
Alma	SaaS/Hosted
bX	No DPA required
campusM	campusM
Esploro	SaaS/Hosted
Leganto	SaaS/Hosted
MetaLib	No DPA required
Primo (on premise)	On premise
Primo (SaaS)	SaaS/Hosted
Primo VE	SaaS/Hosted
RapidILL	No DPA required
Rapido	SaaS/Hosted
Research Professional	RP DPA
Rosetta (on premise)	On premise
SFX (on premise)	On premise
SFX (hosted)	SaaS/Hosted
UStat	No DPA required
Voyager (hosted)	SaaS/Hosted
Voyager (on premise)	On premise