

Completing the ProQuest Workflow Services GDPR Data Processing Addendum

Introduction

Every customer that processes, or intends to process, personal data that is subject to the EU General Data Protection Regulation (GDPR) through ProQuest® Workflow Services must have a data processing agreement with us to allow both the customer and ProQuest to comply with the requirements of the GDPR.

If your institution has not yet signed the Data Processing Agreement published by ProQuest with respect to the ProQuest Workflow Services (DPA) and your institution's current ProQuest license agreement does not reference the DPA, your institution should complete, sign, and return the DPA in the manner described below.

Additionally, following the decision of the Court of Justice of the European Union in July 2020 invalidating the EU-U.S. Privacy Shield framework (also known as the [Schrems II](#) decision), DPAs for customers that purchased ProQuest Workflow Services from ProQuest LLC must include the European Commission's **Standard Contractual Clauses** to safeguard the transfer of personal data to the United States.

The DPA published by ProQuest in September 2020 includes the Standard Contractual Clauses and is available [here](#).

To incorporate the Standard Contractual Clauses into a previously signed DPA that did not contain the Standard Contractual Clauses, ProQuest has published an Amendment to the DPA (the "SCC Amendment").

DPA FAQ:

Which ProQuest Workflow Services customers are required to sign a DPA with ProQuest?

Customers in the European Economic Area and any customers that are processing, or intend to process, personal data that is subject to the GDPR through ProQuest Workflow Services.

A full list of the relevant ProQuest Workflow Services is set out at the end of these instructions.

What action must I take?

For customers that have never signed a ProQuest Workflow Services DPA:

You should promptly arrange for signature and return to ProQuest of the [ProQuest Workflow Services GDPR DPA](#) by one of the signature methods described further below.

For customers that have signed an earlier version (prior to September 2020) of the DPA:

In order to incorporate the Standard Contractual Clauses into your previously signed DPA, you should promptly arrange for signature and return to ProQuest of the [SCC Amendment](#) by one of the signature methods described further below.

If you are not sure whether your institution has previously signed a DPA with respect to the ProQuest Workflow Services, please check with us by sending an email to WorkflowDPA@proquest.com.

Where can I access the DPA?

You can access both the **ProQuest Workflow Services GDPR DPA** and the **SCC Amendment** from [this webpage](#).

How do I complete and sign the DPA or SCC Amendment?

We have provided customers with 2 options for completing, signing and returning the required document – electronic signature via DocuSign or manual signature. Complete instructions are included in the [DPA](#) and in the [SCC Amendment](#). Relevant customers may also receive a direct email with a request to review, complete and execute the DPA or SCC Amendment.

A customer that wishes to sign electronically should send a request to WorkflowDPA@proquest.com with the full name of the Customer institution.

Each institution is required to sign only one DPA for all of the ProQuest Workflow Services used by that institution.

Why did you prepare the DPA?

Article 28 of the GDPR requires execution of a data processing agreement that includes, among other items, the subject-matter, nature and purpose of the processing, the type of personal data and data subjects and the technical and organisational measures used by the processor. The ProQuest DPA incorporates Standard Contractual Clauses and is geared specifically to the ProQuest Workflow Services, the technical measures employed and the types of processing activity that take place on these cloud services.

What happens if my institution does not sign the DPA?

If your institution's personal data is subject to the GDPR, without this DPA and Standard Contractual Clauses in place, your institution is likely to be out of compliance with the GDPR from the date it begins processing personal data on any of the ProQuest Workflow Services, and so we urge you to take action. In any event, ProQuest intends to fully comply with the terms of the GDPR and the published ProQuest DPA with respect to all EEA customers of the ProQuest Workflow Services.

NOTE: If your institution uses ProQuest products that are not listed below, please check the ProQuest website for information regarding those products and GDPR.

ProQuest Workflow Services

360 Core	Intota™ Assessment
360 LINK	Pivot/Pivot-RP
360 MARC Updates	RefWorks
360 Resource Manager	Summon
360 Search	Ulrichsweb
AquaBrowser® (DPA not required)	Ulrich's™ Serials Analysis System
Intota™	Ulrich's™ XML Data Service (DPA not required)