



Ex Libris

Primo Privacy Impact Assessment

August 2020



1 - Table of Contents

1 - Table of Contents	2
2 - Disclaimer	3
3 - Purpose of this document	4
4 - Main Findings and Conclusions	4
5 - Scope and Plan	5
6 - Data Elements	5
6.1 - Data sharing	5
6.2 - Data Flows	5
7 - Risks and Controls	5
8 - Privacy management framework	5
8.1 - GOVERNANCE	5
8.2 - SECURITY	6
8.3 - THIRD PARTY	6
8.4 - USER RIGHTS	6
8.5 - TRAINING & AWARENESS	7
8.6 - INCIDENT HANDLING	7
8.7 - PRIVACY BY DESIGN	7
9 - Record of Changes	8
9.1 - Revision Control	8

2 - Disclaimer

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3 - Purpose of this document

The Privacy Impact Assessment (PIA) is a process that identifies what impact a project, initiative or general collection and use of information might have on the privacy of individuals. A PIA is a point-in-time assessment, and the resultant report and other outputs should be revisited as changes occur to the processes that were originally assessed.

This PIA includes a brief description of the data processed in Primo system, the privacy impact of this, and the measures Ex Libris is taking in order to manage the risks involved.

4 - Main Findings and Conclusions

We have reviewed the privacy risks regarding Primo system, and the privacy and security controls designed to mitigate those risks.

Primo – Research and Discovery SaaS solution, is allowing researchers and library users explore, access and share library resources, along with the library management system.

It should be noted that Primo system does not require user identification, and does not process personal information.

In some cases, system functionality is limited to specific institutional users, such as university employees. In these cases, user identification is required and is done by the institution systems. Personal information is not processed by Primo.

Primo implementation can be part of an Alma implementation. In these cases, user management is done by Alma, and since user management is part of the system, GDPR compliance issues must be considered – and are covered in the [Alma Privacy Impact Assessment](#).

After reviewing all material GDPR aspects, our impression is that there are no privacy related risks in Primo. Ex Libris efforts in implementing GDPR requirements are well managed, resulting in a good level of compliance.

One of the main principles of GDPR is Privacy by Design, which means promoting privacy principles throughout product and process development from start, and maintaining this while products and services are developing. In order to keep compliance, Ex Libris will have to continue putting privacy of its clients and end-users as a core value, and lead by example for other SaaS vendors in the market.

5 - Scope and Plan

Primo is a SaaS resource discovery solution that does not require user identification. The system does not process personal information.

In some cases, system functionality is limited to users who are some institution members, such as university employees. In these cases, user identification is required and done by the institution systems. Primo does not process personal information.

Primo implementation can be part of an Alma implementation. In these cases, users are managed by Alma, GDPR compliance issues must be considered – and are covered in the [Alma Privacy Impact Assessment](#).

In other cases, user identification is done by library's single sign-on system. In those cases, the library is responsible for privacy issues.

6 - Data Elements

Primo data elements are focused in indexing and discovery of library resources and do not include patron (library user) identifiable information.

Resource discovery data is not associated with user identification.

6.1 - Data sharing

Information in the system is owned by the university and not shared with any external party.

6.2 - Data Flows

Data is collected in cataloging and indexing processes, while the content is from a large variety of content providers. The data elements are not associated with specific individuals.

7 - Risks and Controls

Since no personal information is involved, there are no privacy risks.

8 - Privacy management framework

8.1 - GOVERNANCE

The development and implementation of the privacy framework is the responsibility of the Ex Libris DPO, Ellen Amsel. This includes involvement in the product development lifecycle and privacy processes implemented throughout Ex Libris.

In cases of systems that do not process personal information, it is the responsibility of the DPO to ensure that future system changes will not involve personal data in system processes or databases, or ensure that any new privacy risks introduced in the future will be handled properly.

8.2 - SECURITY

Ex Libris has implemented a multi-tiered security model that covers all aspects of our cloud-based systems. The security model and controls are based on international standards, such as ISO/IEC 27001:2005 and ISO/IEC 27002, the standards for an information security management system (ISMS).

Information security policy are published in:

https://knowledge.exlibrisgroup.com/Cross_Product/Security/Policies

Security policies include:

- Cloud Security and Privacy Statement
- Customer Appropriate Usage Statement
- Ex Libris Certified Third-Party Software and Security Patch Release Notes
- Ex Libris Cloud Services BCP
- Ex Libris New Third Party Software Evaluation and Plan
- Ex Libris Password Policy
- Ex Libris Security Incident Response Policy
- Ex-Libris Security Patches and Vulnerability Assessments Policy
- Welcome to the Ex Libris Cloud

8.3 - THIRD PARTY

Ex Libris uses data center co-location providers. Ex Libris owns and manages all the equipment in the data center and monitors the security controls over the data center vendor using SOC2 (Type 2) audit reports. Additional information can be found at the Ex Libris Trust Center.

Personal data is not shared by Ex Libris with any third parties, except as authorized or initiated by the Ex Libris customer.

8.4 - USER RIGHTS

Primo system does not process any personal information; therefore, data subject rights are not relevant to Primo.

Use cases that involve user identification, through Alma, are covered in the [Alma Privacy Impact Analysis](#).



Use cases that involve other library single sign-on systems are the responsibility of the institution.

8.5 - TRAINING & AWARENESS

Ex Libris is managing privacy training and security awareness training. The Privacy training includes extensive Privacy by Design training.

8.6 - INCIDENT HANDLING

Ex Libris has developed and implemented incident response and notification procedures. Procedures include a breach notification policy and the involvement of the DPO in case of a data breach.

8.7 - PRIVACY BY DESIGN

Ex Libris has implemented Privacy by Design processes that involve the DPO and addressing privacy concerns from the beginning of product development and throughout the product lifecycle.

9 - Record of Changes

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9.1 - Revision Control

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2.0	Reviewed and updated	March 15, 2020
2.1	Section 8.3 updated	August 25, 2020