

Dear customer

As you will be aware, the EU General Data Protection Regulation (GDPR) becomes applicable on 25 May 2018. Article 28 of the GDPR requires you and Ex Libris to have a Data Processing Agreement in place in order to comply with the regulation. Customers of our SaaS and cloud-hosted solutions, such as Alma, Primo SaaS, Leganto and Aleph Hosted, and our On-premise solutions are generally controllers under the GDPR with Ex Libris acting as a processor. Please read the following carefully as it is designed to help you in this process.

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 these SaaS and Hosted Solutions. This Addendum is geared specifically to the GDPR and the type of processing activity that takes place on the SaaS and hosted services. You should download, complete and sign the addenda where indicated, and send it back no later than the 30th April 2018.

Where can I access the addendum?

You can access the data processing addendum from this [webpage](#). There is one addendum for each Ex Libris product, or group of products, that processes personal data.

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 addendums 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](mailto:GDPRAddendum@exlibrisgroup.com). Please ensure that you return the agreements for all of the Ex Libris products 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?

Without this data processing addendum in place, you are likely to be in breach of the GDPR from the date it becomes applicable and so we do urge you to take action now.

If you would like more information about Ex Libris' preparations for and compliance with GDPR please [visit this website](#) or join our Data Protection Officer for one of our two [briefing webinars](#) on 11th and 18th April 2018.

We look forward to receiving your signed addendums.

# GDPR and how Ex Libris can support you - free webinar

- EU General Data Protection Regulation (GDPR) comes into effect on 25 May 2018. Join our **Data Protection Officer, Ellen Amsel**, on **Wednesday, 11.04.2018** or **Wednesday, 18.04.2018 at 12.30h UK time / 13.30h Berlin time** to learn how Ex Libris is working to help you to be compliant with the GDPR.

[> Register here!](#)