



ProQuest Workflow Services GDPR Data Processing Addendum User Manual

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Workflow Services GDPR Data Processing Addendum User Manual

Completing the ProQuest Workflow Services GDPR Data Processing Addendum

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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 and other countries outside of the EU that are not recognized by the European Commission as providing adequate privacy protection.

The DPA published by ProQuest in December 2021 includes the Standard Contractual Clauses approved by European Commission Implementing Decision (EU) 2021/914 of 4 June 2021 and is available [ProQuest Workflow Solutions DPA – Ex Libris Knowledge Center \(exlibrisgroup.com\)](#).

Frequently Asked Questions:

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

– Customers in the European Economic Area (“EEA”) 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 the [1 \(mtstatic.com\)](#) to be signed and returned to ProQuest by one of the methods described further below.
- For customers that have signed an earlier version (prior to September 2020) of the DPA:
- In order to execute a DPA incorporating Standard Contractual Clauses, you should promptly arrange for the [1 \(mtstatic.com\)](#) to be signed and returned to ProQuest by one of the 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 the ProQuest Workflow Services DPA from this webpage.

How do I complete and sign the DPA?

- 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 [1 \(mtstatic.com\)](#). Relevant customers may also receive a direct email with a request to review, complete and execute the DPA.
- A customer that wishes to sign electronically should send a request to WorkflowDPA@proquest.com with the full name of the Customer institution.

If an institution uses more than one of the ProQuest Workflow Services, will a single ProQuest Workflow Services DPA cover all of them?

- Each institution is required to sign only one DPA for all of the ProQuest Workflow Services used by that institution. For completeness, we note that a different DPA may be required in connection with the use of other solutions offered by ProQuest and its affiliated companies.

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 organizational measures used by the processor. The ProQuest Workflow Services DPA incorporates Standard Contractual Clauses and is tailored 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?

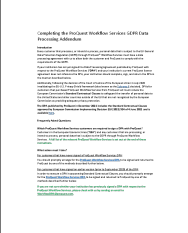
– If your institution's personal data is subject to the GDPR, without this DPA and Standard Contractual Clauses in place, your institution is likely to be out of compliance with the GDPR from the date it begins processing personal data on any of the ProQuest Workflow Services. Accordingly, we urge you to take appropriate action in accordance with these instructions. In any event, ProQuest intends to comply with the terms of the GDPR and the published ProQuest Workflow Services 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)

Documents / Resources

	ProQuest Workflow Services GDPR Data Processing Addendum [pdf] User Manual Workflow Services GDPR Data Processing Addendum, Workflow Services GDPR, Data Processing Addendum, Processing Addendum, Addendum
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References

- [ProQuest Workflow Solutions DPA - Ex Libris Knowledge Center](#)