

## Support Requests - Data Subject Rights (GDPR)

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The following section describes the capabilities of campusM that can assist customers in complying with the rights of data subjects. campusM processes two user types: app users, such as students, staff, and alumni, and administrators, who manage the app based on their assigned roles.

For app users, campusM processes personal information as well as audit information that reflects user activity in the system. For administrators, campusM processes credentials and permissions. For full information on GDPR, data subject rights and campusM - see [What You Need To Know About Addressing GDPR Subject Rights - campusM](#)

While many aspects of compliance can be performed by the University within the campusM app independently without Ex Libris' campusM support involvement, the following table, specifically, describes the data rights which would require a request be made from Ex Libris campusM (Data Processor) via the University's (Data Controller) Salesforce support account in order to achieve.

#### Rights of Data Subjects – App (End) Users

Data Subject Right	Corresponding campusM Functionality
Right to Access Personal Information	For a user request to see their data, open a Salesforce case under campusM with the following information: <ul style="list-style-type: none"> <li>· Asset – campusM</li> <li>· Priority – High</li> <li>· Title - “Export user information”</li> <li>· Description – should include the user name last name and email addresses (all the emails that exist in the university records).</li> </ul>
Right to Rectification	To change Audit information, such as attendance data, the end user should contact the University who would than open a Salesforce case with the following information: <ul style="list-style-type: none"> <li>· Asset – campusM</li> <li>· Priority – High</li> <li>· Title - “Update user information”</li> <li>· Description – should include the user name, last name and email addresses (all the emails that exist in the university records) and the data that should be updated.</li> </ul>
Right to Erasure (Right to be Forgotten)	Where a request has been made by a user to delete their information, open a Salesforce case under campusM with the following information: <ul style="list-style-type: none"> <li>· Asset – campusM</li> <li>· Priority – High</li> <li>· Title - “Delete user”</li> <li>· Description – should include the user name, last name and the user email addresses (all the emails that exist in the university records).</li> </ul>

Right to Data Portability	<p>In response to a request made by a user to export their data, open a Salesforce case under campusM with the following information:</p> <ul style="list-style-type: none"> <li>· Asset – campusM</li> <li>· Priority – High</li> <li>· Title - “Export user information”</li> <li>· Description – should include the user name last name and email addresses (all the emails that exist in the university records).</li> </ul>
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**Rights of Data Subjects – Staff (Administrator) Users**

<u>Data Subject Right</u>	<u>Corresponding campusM Functionality</u>
Right to Data Portability	<p>In response to a request made by a user to export their data, open a Salesforce case under campusM with the following information:</p> <ul style="list-style-type: none"> <li>· Asset – campusM</li> <li>· Priority – High</li> <li>· Title - “Export staff user information</li> <li>· Description – should include the user name last name and email addresses (all the emails that exist in the university records).</li> </ul>