Q: What changes has EBSCO made to comply with the General Data Protection Regulation (GDPR)?
EBSCO is committed to ensuring the security and privacy of customer and end-user data. After making significant investments over the last few years, we are continuing with enhancements aligned to our goal of providing an optimal experience, meeting the privacy standards for all customers around the globe. These changes will allow users and customers to have the appropriate controls and protections while allowing us to provide a secure, safe and reliable research environment.

Q: What personal data do you store about my patrons?
EBSCO currently stores login credentials, search history and folder contents for individual users. If a user chooses to be forgotten, all of this information is anonymized or removed from the system.

Q: What privacy controls have been implemented?
EBSCO has enabled a set of privacy controls that will allow your end users and patrons to manage their personal information, including the ability to remove their information from EBSCO's services at any time. Any user creating a new personal account (My EBSCOhost Folder, Personal User Account, DynaMed Plus Personal User Account) will be provided privacy policy information and must complete the account creation process. Users with existing accounts will also be prompted to read the policy the first time they log in after these new privacy controls become available. Users who do not wish to adhere to the privacy policy have the ability to use the Forget Me option and have their account removed from EBSCO's system. Accounts that are removed are not recoverable.

Q: What does transitioning to HTTPS mean to me?
This transition ensures that user data is protected throughout the EBSCO product experience. We recommend that you update your links into EBSCOhost to reflect HTTPS. If they are not updated prior to the transition, a redirect will be put in place. You may find that some branding is no longer compatible and presents a mixed content error. Updating to HTTPS logos should resolve this issue.

Q: Which browser versions are recommended and supported?
The Minimum Requirements for EBSCO Interfaces document details which browser versions are supported. Internet 11 is supported, but the TLS 1.2 security setting is not enabled by default and may need to be turned on to ensure that users do not encounter any issues with pages loading. This setting can be enabled with the following steps:

- Go to **Settings** (tool icon)
- Click **Internet Options**
- Click the **Advanced tab**
- Under the Security header, select the checkbox for "**Use TLS 1.2**"

Q: What if I can't update my browser versions?
Users who are not able to access our products through supported browsers may see issues with the display of EBSCO interfaces and/or a degradation in functionality. To ensure that users do not encounter issues, we recommend verifying that your browsers are updated to the Minimum Requirements for EBSCO Interfaces. If a user is accessing with Internet Explorer 11, a specific setting may need to be enabled. This can be enabled with the following instructions:

- Go to **Settings** (tool icon)
- Click **Internet Options**
- Click the **Advanced tab**
- Under the Security header, select the checkbox for "**Use TLS 1.2**"

Q: Do you have a Privacy Policy which outlines how you comply with GDPR/Data protection legislation?
EBSCO's privacy policy (https://www.ebsco.com/company/privacy-policy) can be found on each page of the interface and on the Support Site, and includes details regarding the types of personal information EBSCO collects from customers and users and how the company protects the information. As changes are made, EBSCO will make updates to its privacy policy.