

**PRIVACY NOTICE  
LIBRARY  
EU's General Data Protection Regulation  
(2016/679), Articles 13 and 14  
Date: 14 May 2018  
Updated: 18 March 2019**

**1. Data controller**

LUT University

Business ID: 0245904-2

Address: Yliopistonkatu 34, 53850 Lappeenranta, Finland

Phone: +358 294 462 111

E-mail: [info@lut.fi](mailto:info@lut.fi)

**2. Data controller's representative and contacts**

Ulla Ohvo, Director of the Library, is responsible for the processing of data in the Lappeenranta

Academic Library according to the purpose of the data filing system. E-mail: [ulla.ohvo@lut.fi](mailto:ulla.ohvo@lut.fi).

For additional information on the purpose of the data filing system, please contact:

Tuula Heikkanen-Vainikka, e-mail: [tuula.heikkanen-vainikka@lut.fi](mailto:tuula.heikkanen-vainikka@lut.fi)

Anja Seppänen, e-mail: [anja.seppanen@lut.fi](mailto:anja.seppanen@lut.fi)

**3. Data protection officer**

Name: Anne Himanka, Legal Counsel

Phone: +358 50 564 4623

E-mail: [dataprotection@lut.fi](mailto:dataprotection@lut.fi)

**4. Purpose of personal data processing**

Personal data is collected and processed to develop the library's operations and services, maintain customer relationships and prevent any abuse of the library's services.

**5. Legal basis of personal data processing**

Personal data is processed on the basis of the customer relationship agreement between the customer and library, the use of the library's web site, or the express consent of the customer.

## **6. Content of data filing system and storage period**

Service forms are used to collect data for purposes mentioned on the forms, and the data is stored for a period required for its processing – a maximum of four years. Depending on the form and service, the data collected may include the customer's name, address, e-mail, phone number, customer segment, major subject / degree programme, and date of birth.

For the library's customer data file, the customer data form also requests the person's social security number. The customer data forms are stored for the ongoing calendar year and the three calendar years following it. The customer data file stores data for a maximum of three years from the most recent customer event.

## **7. Information systems employed**

The server of the Voyager library software (Wilma) is in the controlled facilities of CSC. Only the maintenance staff has user rights to the server. The customer data file is only meant for the use of the library staff at the Lappeenranta Academic Library to the extent required in the performance of their tasks.

## **8. Data sources**

The data for the customer data file is mainly received from the customers themselves through customer data forms and other forms. Other data sources may include student data files and public address and phone number services, if needed.

The Wilma library database accumulates information on users' lending events, such as titles loaned out or reserved, loans renewed, and payments.

## **9. Use of cookies**

Browser-based filing information systems employ cookies to process personal data. A cookie is a small text file that the browser saves on the user's device. Cookies are used to implement services, facilitate login, and enable the compilation of statistics on services. Users may prevent the use of cookies in their browser programmes, but this may prevent the system from operating appropriately.

The library's own web pages do not use cookies.

## **10. Data transfer and disclosure**

Access to the information can be granted for compiling national statistics (not including personal data).

As a rule, access to personal data and addresses is not granted for external use. If necessary, we disclose data to Certia (invoicing) and a payment transfer service (card payments) and to LUT's Finance Services.

## **11. Data transfer and disclosure beyond the EU or EEA**

Data is not transferred or disclosed beyond the EU or EEA.

## **12. Safeguards for data processing**

The customer data may only be accessed by the staff at the Lappeenranta Academic Library to the extent required in the performance of their professional duties. Access to the database requires a personal username and password. The staff processes data securely and with care.

Manual material is stored in locked facilities in the Lappeenranta Academic Library.

If necessary, customer forms may be stored in a shared e-mail inbox that can only be accessed by employees who need the data to perform their duties.

Agreements have been concluded to ensure that the information systems employed by the library are safeguarded to the extent required by data protection legislation.

## **13. Automated decision-making**

No automated decision-making takes place in the data processing.

## **14. Rights of the data subject**

Data subjects have the right to withdraw their consent if the data processing is based on consent.

Data subjects have the right to lodge a complaint with the Data Protection Ombudsman if the subjects consider that the data processing regarding them is in breach of data processing legislation in force.

Data subjects have the following rights under the EU's General Data Protection Regulation:

- a) Right of access to data concerning the data subject (article 15)
- b) Right to rectification of data (article 16)
- c) Right to erasure of data (article 17)
- d) Right to restriction of processing (article 18)
- e) Right to data portability to another data controller (article 20)

*The liaison in matters related to the data subject's rights is the data protection officer; contact details in section 3.*