

PRIVACY NOTICE

LIBRARY

EU's General Data Protection Regulation (2016/679), Articles 13 and 14

Date: 9th July 2020

Updated: February 3rd, 2021

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

2. Data controller's representative and contacts

Miia Willman, Director of the Library, is responsible for the processing of data in the LUT Academic Library according to the purpose of the data filing system.

E-mail: miia.willman@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

Teuvo Kupiainen, e-mail: teuvo.kupiainen@lut.fi

3. Data protection officer

Name: Anne Himanka, Legal Counsel

Phone: +358 50 564 4623

E-mail: 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.

Customer can also create a profile/account into certain e-resource- or reference database. That personal data (name, email address etc.) will be transferred into that database/the database provider.

5. Legal basis of personal data processing

Personal data is processed because of the customer relationship agreement between the customer and library, the use of the library's web site, or when customer is creating a profile into certain e-resource- or reference database and 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 five 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.

The customer data and loan history are stored in the library information system. The storage period for the staff and students is the period of study or work and for other customers three calendar years after the last activity. Customer loan history will be stored until the customer account is deleted.

Personal information, such as author names and contact information are also used for the purpose of organisation's publishing services (LUTPub).

Data from certain e-resource or reference database profiles/accounts (name, email address etc.), will be stored according to the database provider's own privacy policies.

7. Information systems employed

Customers' personal data is stored in the library information system. Only the library staff has user rights to the server. The customer data file is only meant for the use of the library staff at the LUT Academic Library to the extent required in the performance of their tasks.

For customer service, the library uses phone, email, and chat.

For publishing purposes, author names and contact information are stored in the organisation's publication repository (LUTPub) and in the department's separate data file.

Customer can create profiles/accounts to certain e-resource- or reference databases.

8. Data sources

The customer information of staff and students are transferred from the organisation's identity management system. For other customers, the data for the customer data is received from the customers themselves through customer data forms and other forms. If needed data sources also include student records and address and phone services.'

By creating a profile/ account to certain e-resource- or reference database, customer approves the privacy policy of that database/database provider.

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 LUT Academic Library to the extent required in the performance of their professional duties. Access to the library information system requires a personal username and password. The staff processes data securely and with care.

Manual material is stored in locked facilities in the LUT 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.