

**PRIVACY NOTICE****LIBRARY****EU's General Data Protection Regulation (2016/679),  
articles 13 and 14****Date: 25 February 2020****Updated: 13 March 2020****1. Data controller**

LAB University of Applied Sciences  
Business ID: 2630644-6

Lahti campus  
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Yliopistonkatu 36, FI-53850 Lappeenranta  
Phone: +358 29 446 5000 (exchange)

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

Data controller's representative:

Name: President Turo Kilpeläinen

Address: LAB University of Applied Sciences, Mukkulankatu 19, FI-15210 Lahti  
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E-mail: turo.kilpelainen@lab.fi

Data controller's contact:

Name: Director of Lahti Academic Library Miiä Willman  
Address: Lahti Academic Library, Mukkulankatu 19, FI-15210 Lahti  
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E-mail: miiä.willman@lut.fi

**2. Data protection officer**

Name: Legal Counsel Anne Himanka  
Address: LUT University, Yliopistonkatu 34, FI-53850 Lappeenranta  
Phone: +358 50 564 4623  
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### 3. Purpose of data processing

Personal data is collected and processed to develop the library's activity and services, maintain customer relationships, and prevent misconduct.

### 4. Legal basis of data processing

Personal data is processed based on a customer relationship agreement between the customer and the library, the use of the library's website or the customer's express consent.

Article 5: The data is collected for a specific legal purpose. The content of the customer data is restricted to that required for the purpose. Customer data and related history data are stored only for as long as necessary to maintain the customer relationship. History data is stored in a database in a way that it cannot be connected to individual customers (article 89).

Article 6: Customer data is processed only with the express consent of the data subject. Customer data is needed to perform the data controller's administrative duties and to ensure the customer's legal protection. Personal identity numbers are needed to identify customers with sufficient accuracy for loaning purposes and recovering overdue material.

Article 7: Customer data collection is based on a signed customer data form and library card, which also prove that the customer accepts the library's terms and conditions. Customers have the right to withdraw their consent with the exceptions mentioned in section 6 of this document.

Lending services require the customer's personal data.

### 5. Content of data filing system and storage period

The data file contains the following customer data: name, address, phone number, e-mail, personal identification code, library card number, and customer and statistical group.

In addition, the data file contains the following data on guardians of data subjects under 15 years of age: name, e-mail, phone number, address.

The data file contains information on customers' existing loans, reservations, fees, and fines and measures related to overdue material.

Customers' loaning history cannot be traced in the system after the customer returns the loaned material. The loaning history of individual works can be viewed by staff members. Customer messages sent from the system are stored for two years for legal protection purposes.

Customer data will be removed from the data file if the customer has been inactive for no more than three years. Customers have the right to request the removal of their data from the customer data file if the customer relationship involves no anomalies (overdue material, recovery processes, unpaid fees).

Other data is stored in accordance with the storage periods mentioned in the filing plan of the LAB University of Applied Sciences.

## 6. Information systems used

The server of the Voyager library system (Masto) is located in the controlled facilities of the CSC – IT Centre for Science. Only administrators have the right to use the server. The customer data file can be accessed only by the staff of the Lahti Academic Library to the extent required by their work.

Customers store personal data in the plagiarism detection software and publication data in the publication repository (CSC – IT Centre for Science).

## 7. Data sources

- 1) Registration form filled out and signed by the customer, and other forms.
- 2) Student information system of the LAB University of Applied Sciences.

## 8. Use of cookies

Browser-based data filing 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 correctly.

The cookies employed by Masto-Finna do not identify individual users.

## 9. Data transfer and disclosure

As a rule, customer data is not disclosed beyond the information and library services of the LAB University of Applied Sciences without the customer's consent.

Transferred data:

- 1) Data on fines and fees for overdue or destroyed material can be transferred to debt collection agencies.
- 2) Statistical summaries on the library's use and customer accounts are compiled annually for the library's own use and for collective national statistics. The statistics do not distinguish individual customers.
- 3) With the customer's express consent, data can be transferred from the library system's customer data file to an online payment service and the Masto-Finna data file.
- 4) Customer data can be disclosed to authorities that request information.
- 5) Personal data may be transferred to payment transmission services and financial administration at the LAB University of Applied Sciences, the Ministry of Education and Culture, and the Finna service maintained by the National Library of Finland.

## 10. Data transfer and disclosure beyond the EU or EEA

No data is transferred or disclosed beyond the EU or EEA.

## 11. Safeguards for data processing

Only staff members at the Lahti Academic Library can access customer data to the extent required by their work. Access to the data requires a personal username and password. The staff processes all data carefully and securely.

The customer data file is located in the database of the Voyager information system. The server is located in the facilities of the CSC – IT Centre for Science.

Agreements have been concluded to protect the library's information systems to the extent required by EU legislation.

## 12. Automated decision-making

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

## 13. 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). The right to erasure shall not apply if the processing is necessary for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes if the right to erasure prevents or significantly hinders the data processing
- d) Right to restriction of processing (article 18)
- e) Right to data portability to another data controller (article 20).

Data subjects' rights under the EU's General Data Protection Regulation do not automatically apply to all data processing.

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