

Privacy statement and information to the data subject (Articles 13 and 14 of General Data Protection Regulation (2016/679))

1. Name of privacy statement	The library's customer register
2. Controller	<div>Name Savonia University of Applied Sciences Ltd.</div> <div>Address PL 6, 70201 Kuopio</div> <div>Other contact information (e.g. work telephone, email address) savonia@savonia.fi</div>
3. Contact person in matters concerning the register	<div>Name Mira Juppi, Head of Information Services mira.juppi@savonia.fi</div> <div>Telephone 044 785 5080</div>
4. Data protection officer	Administrative Coordinator Mervi Hätinen, tietosuojavastaava@savonia.fi
5. Data subjects	Users of library services (students, staff and external customers)
6. Legal basis for data processing	The processing of personal data is based on a contract with the customer. In some situations, the processing of personal data may also be based on the performance of a task in the public interest (e.g. statistics).
7. Purpose of personal data processing	Managing the library's customer relationship; monitoring of loans (including collection, investigation of error situations) and communication and statistics related to loan monitoring.
8. Personal data content and retention periods of the register	<p>Customer's personal information:</p> <ul style="list-style-type: none"> • name • social security number or date of birth • address • phone number • email address • student number • library card number (customer ID) • customer group • loans and payments <p>The student's borrowing right ends 6 months after graduation / at the end of the right to study. For staff, the borrowing right ends when the employment relationship ends. The borrowing right of external customers expires after 5 years unless the borrowing right is renewed.</p> <p>However, the borrowing right does not end until all loans have been repaid and there are no pending payments to the customer. If the customer has payments pending collection, the borrowing right only ends when collection has ended.</p>

9. Regular sources of data	<p>The services of the Savonia library are produced in the Alma library system and the Finna user interface.</p> <p>https://exlibrisgroup.com/privacy-policy-1-1/ https://savonia.finna.fi/Content/register_details</p> <p>The personal data of students coming to Alma is maintained in other systems of the university of applied sciences, and changes made to the data are updated once a day in the library system. Students' information is transferred automatically from the Peppi system or via the Tuudo application. Staff's information is transferred automatically from the Personec F – HR management system.</p> <p>For external customers, personal information is maintained in the library system and the information is obtained from the registered person, when they register as a customer and present an identity document at customer service. For possible invoicing, information is also retrieved from public address and phone number services, as well as from Digital and Population Data Services Agency, if necessary.</p>
10. Regular disclosure of data	<p>As a general rule, information is not released outside of the systems needed to provide the library's services. Information on unreturned loans and unpaid payments, as well as related customer information, can be transferred to a debt collection agency. Information is disclosed to the Finnish authorities in accordance with the prevailing laws and regulations.</p> <p>The use of e-materials is based on Haka registration, where the user gives their permission to the registration of the user ID in the service. Identification is based on the student ID.</p>
11. Transfer of data outside the EU or EEA	<p>Data is not transferred outside the EU or EEA.</p>
12. Principles for protection of the register	<p>A Manual documentation</p> <p>None.</p> <p>B Computer-processed data</p> <p>Savonia University of Applied Sciences is committed to processing personal data in a confidential and secure manner. Only those persons who have the right to process the personal data in question for their work are entitled to use the system containing personal data. Each user has their own username and password for the system. The library staff is bound by a duty of confidentiality.</p> <p>Standard methods are used for technical data protection. Databases containing personal data are protected by firewalls, passwords and other technical means. The databases and their backups are located in locked rooms and only certain pre-designated persons can access the data.</p> <p>Loan and reservation data are anonymized 365 days after the loan return date or the reservation date. Payments are anonymized two years after the payment has been confirmed.</p>
13. Rights of data subject	<p>For questions related to the rights of the registered person, you can contact the contact person of the register or the data protection officer.</p> <p>Under the EU's GDPR (2016/679) the data subject has the following rights:</p> <p>Right of access to their data</p> <p>The data subject has the right to receive from the controller confirmation on whether or not the personal data concerning them is processed. The data subject has the right of access</p>

	<p>to the data. A fee may be charged for the right of control. The data subject's request for control may be refused if the requests are manifestly unfounded or unreasonable and especially if made repeatedly. (Articles 12 and 15)</p> <p>The right to rectification The data subject has the right to demand rectification of inaccurate personal data concerning them. (Article 16)</p> <p>The right to erasure With certain restrictions specified in the General Data Protection Regulation, the data subject has the right to have the controller erase the personal data concerning him or her. There is no right to deletion if we process your personal data to comply with a legal obligation or if the processing of your personal data takes place for the performance of a task in the public interest or for the exercise of public authority belonging to University of Applied Sciences. (Article 17)</p> <p>The right to restriction of processing With certain exceptions specified in the General Data Protection Regulation the data subject has the right to request the controller to restrict the processing of personal data concerning him or her. (Article 18)</p> <p>The right to data portability The data subject has the right to receive the personal data that he or she has provided to a controller in a machine-readable format when the processing is based on consent and is automated. (Article 20)</p> <p>The right to object The registered person has the right to object, on grounds related to his personal special situation, to the processing of his personal data, which is based on the processing is necessary for the performance of a task in the public interest or for the exercise of public authority belonging to the controller. The controller may no longer process personal data, except if the controller can demonstrate that there is a significantly important and justified reason for the processing that overrides the interests, rights and freedoms of the data subject, or if it is necessary to prepare, present or defend a legal claim. (Article 21)</p> <p>The right to withdraw consent If the processing of personal data is based on the consent given by the registered person, the registered person has the right to withdraw the consent given to the processing at any time without affecting the legality of the processing carried out on the basis of the consent before this. (Article 7)</p> <p>The right to appeal The registered person has the right to file a complaint with the Office of the Data Protection Ombudsman, if one considers that valid data protection legislation has been violated in the processing of his personal data.</p>
14. Automated decision-making	The data subjects of the register are not subjected to automated decisions.