

## Processing of personal data in the library operations of Turku University of Applied Sciences

Controller	<p>Turku University of Applied Sciences Ltd Joukahaisenkatu 3 FI-20520 Turku, Finland</p> <p>Telephone exchange +358 (0) 2 263 350 <a href="mailto:kirjaamo@turkuamk.fi">kirjaamo@turkuamk.fi</a></p>
Supervisor of data file	Marja Anttonen, Director of Library Services
Contact information of the data protection officer	<p>Timo Vaskikari, data protection officer (TUAS) +358 50 598 5868</p> <p>Please send any data protection-related questions to: <a href="mailto:tietosuoja@turkuamk.fi">tietosuoja@turkuamk.fi</a></p> <p>Emails sent to the DPO email address will be handled by the DPO together with a data protection specialist who will also act as a deputy DPO, when needed.</p>
Purpose of processing personal data	<p>The purpose of processing personal data is to manage the library's patron relations. The customer data file is used to manage lending services, administration and statistics. The statistics do not contain personal data. The data file is also used for communications between the library and the customer when, for example, reporting the arrival of reserved materials and sending due date notifications.</p> <p>The library obtains and offers to its customers electronic and paper materials, supports research and teaching in various fields and provides assistance in studying and professional development. The processing of personal data as part of the library's operations is considered an activity that is relevant to public interest, whereupon the legal basis for the processing is Article 6, section 1(e) of the General Data Protection Regulation.</p> <p>The library patron concludes an agreement on the use of the library's lending services which presents itself as the right to use a library card. Therefore, personal data is processed for the performance of a contract or in order to take steps prior to entering into a contract, whereupon the legal basis for the processing is Article 6, section 1(b) of the General Data Protection Regulation.</p>
Categories and storage periods of personal data	<p>The categories of personal data to be processed cover any students and employees of TUAS as well as external individuals and organizations registered as library patrons. Receiving a library card signifies registration as a library patron.</p> <p>The customer data file contains:</p> <ul style="list-style-type: none"><li>- the customer's personal and address information (name, postal address, telephone number, email address)</li></ul>

	<ul style="list-style-type: none"> <li>- personal identification number or, if unavailable, date of birth</li> <li>- the customer's identification information (library card number, customer ID issued by the library system, personal password, customer and statistics group)</li> <li>- information on current loans and reservations, payments and procedures related to any failure to return loans</li> </ul> <p>The information of private customers is automatically removed from the customer data file if the customer has not borrowed materials in more than five years and has no unreturned loans or unpaid fees.</p> <p>The name, personal identifications number, postal address, telephone number and email address of all new students are sent from the student data file of TUAS to the customer data file of the library as basic information. This expedites the library card application process and reduces risks related to manual input of information.</p> <p>Transferring student data to the customer data file of the library in advance before they become library patrons is considered a sensible, economic manner to implement the library's duty of serving the public interest. Article 6, section 1(e) of the General Data Protection Regulation serves as the legal basis for processing personal data in said data transfer.</p> <p>Any basic information of students received from the student data file is automatically removed after one year of receiving the information if the student has not registered as a library patron within that period of time.</p> <p>Any electronically submitted applications for library cards and changes of address are removed from the library email account as soon as the information has been saved in the data file and annually from the e-form system.</p> <p>Separate software is used for sending notifications produced by the library system. The notifications are automatically removed from the software after one month of sending the notification.</p>
<p>Regular sources of information</p>	<p>Information provided by the customer. Information is also received in the event of borrowing materials at the self-check machine or at a service desk and in connection with various customer service situations.</p> <p>The basic information of new students is received from the student data file of TUAS. Address information can be obtained from public address and telephone number services or the Population Register Centre.</p>
<p>Recipients or categories of recipients of personal data</p>	<p>Personal data is processed by the library employees whose duties include managing lending services and administration of the library system.</p> <p>When invoicing unreturned materials and collecting debts, personal data is disclosed to Taitoa Oy.</p>

	<p>The customer's data is transferred to the Finna search engine of TUAS when the customer creates a personal Finna account. The customer data file of Finna is maintained by the National Library (University of Helsinki).</p> <p>The customer data file can be accessed by Ex Libris, the supplier of the library system of TUAS; the National Library, the administrator; and CSC - IT Center for Science Ltd, the server administrator. Separate data protection agreements have been concluded with said parties regarding the processing of personal data.</p>
<p>Important information on the transfer of personal data to third countries (outside the EU/EEA)</p>	<p>Data will not be disclosed outside the EU or the EEA.</p>
<p>Protection principles of the data file</p>	<p>The library personnel can access the customer data file using their personal usernames and passwords. The employees are bound by professional secrecy obligation.</p> <p>The information in the customer data file is located on a server administered by CSC which is responsible for the data protection of the server.</p>
<p>Rights and obligations of the data subject</p>	<p>You (e.g. UAS student, employee, customer) have the right to know how we process your personal data. You may request access to your personal data and rectification to any inaccurate or incomplete data.</p> <p>You may review your personal data, loans, reservations and fees through your personal Finna account. The data will be erased from the customer data file if you have no loans or unpaid fees. Submit the request at the library either in person or in writing. Access to the data and rectifying or erasing the data requires proof of your identity.</p> <p>You may ask for the erasure of your data and restriction of processing. Should you wish to no longer be a library patron, your personal data will be removed from the customer data file. Your status as a patron can be terminated if you have returned all your loans and paid your fees.</p> <p>You have the right to refuse automated notifications to your email by contacting the library either in person or in writing. In that case, the arrival notifications and reminders of unreturned materials will be sent by mail, with the exception of the advance due date notification which will not be sent at all. Refusing email notifications requires proof of identification.</p> <p>You have the right to oppose the processing of your personal data when the processing is carried out for reasons of public interest.</p> <p>We can convey your data to you as an XML file. The data request should be presented to the library either in person or in writing. Conveying the data requires proof of identification.</p> <p>No profiling will be carried out on the basis of the personal data.</p>

	<p>Our objective is to describe the processing of personal data as extensively and transparently as possible in this privacy notice, and we aim to develop the contents of this notice. We will report any substantial amendments as required by legislation.</p> <p>If you have any questions regarding data protection or you wish to use your rights, please contact the data protection officer. If necessary, you also have the right to contact the supervisory authority (Office of the Data Protection Ombudsman, Finland) who monitor the processing of personal data in Finland.</p> <p>The contact information of the data protection officer is stated at the beginning of the privacy notice. All the requests are processed case-specifically.</p>
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