

# 3AMK libraries Privacy Notice for customer information

In compliance with the requirements of the EU General Data Protection Regulation (GDPR, Articles 13, 14 and 30)

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## 1. Controllers of data file

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Requests concerning the exercising of the data subject's rights should be addressed to the controller's data privacy officer of the organization it may concern.

#### 4. Name of data file

Data file for 3AMK libraries

#### 5. Purpose of processing of personal data

The 3AMK library is a joint library of the following universities of applied sciences:

- Haaga-Helia University of Applied Sciences
- Laurea University of Applied Sciences
- Metropolia University of Applied Sciences

Personal data is handled for the purpose of taking care of the controllers' customer relationships. The controllers processes the data as well as subcontracting parties to process the data on the controllers' behalf.

#### 6. Lawfulness of processing of personal data

6.1. The lawfulness of processing personal data is based on the following principles of the EU General Data Protection Regulation:

- a) Processing is necessary for compliance with a legal obligation to which the controller is subject (GDPR Art. 6 (1)c);
- b) Processing is necessary for the purposes of the legitimate interests pursued by the controller or by a third party (GDPR Art. 6 (1)f);
- c) The data subject has given consent to the processing of his or her personal data for one or more specific purposes (GDPR Art. 6 (1)a), or, in the case of special categories of personal data, the data subject has given explicit consent to the processing of those personal data for one or more specified purposes, except where Union or Member State law provide that the prohibition referred to in the regulation may not be lifted by the data subject (GDPR Art. 9 (2)a).

The aforementioned legitimate interests of the controller are based on a meaningful and appropriate relationship between the data subject and the controller, which arises when the data subject uses the services of the library, as long as the processing is done for purposes which the data subject can reasonably be assumed to have expected at the time of, and in conjunction with, the data being collected.

#### 7. Content of data file and personal data categories processed

7.1. Personal data categories

- a) Basic personal data
- b) Data related to the customer relationship

7.2. For each data category, the data file contains the following personal data, considered legitimate:

- a) Basic personal data: customer's name, personal ID, address, telephone number, email address, student number
- b) Data related to customer relationship: library card number, PIN code, language of business, customer and statistical category, holds identifier, information on late fees and related measures, long loan times, date of last update of customer details, and existing library loans and reservations.

## 8. Regular data sources and personal data generated as part of controller's operation

Personal data is primarily collected from the data subjects themselves.

Data in the data file is also collected from other sources in the public domain (e.g. publicly available address and telephone directories). Additionally, data is obtained from other data files owned by the controller (e.g. the student administration data file). Moreover, the controller stores personal data generated during the customer relationship.

## 9. Period of storage of personal data

The personal data in the data file is only stored for as long as and to the extent that each category of data is needed, proportionate to the purpose of processing of the personal data. Additionally, the duration of storage of personal data complies with possible statutory requirements.

Customer details are erased annually where applicable. Customer relationships are erased completely around three years after the last loan event.

The controller of the data file regularly evaluates the need for storing data in accordance with its internal practices.

## 10. Regular disclosures of personal data

Personal data from the file is disclosed to third parties that are contractual parties of the controller, and to other similar parties that have a legitimate connection with the controller's operations, such as:

- a) Debt collection agency
- b) Eduix Oy (e-forms)
- c) Tuudo (mobile card)

## 11. Transfers and disclosures of data to outside of the EU or EEA

Data from the data file is not habitually transferred outside the EU or EEA, nor processed outside the EU or EEA, unless it is necessary for the technical implementation of the processing (for example if the technical maintenance of systems is located outside the EU or EEA), or in order to manage international functions related to the purpose of use of the data file.

In transferring personal data, the controller complies with the standard contractual clauses approved by the European Commission in relation to the transfer of personal data to third-party countries, or alternatively implements other appropriate safeguards, or alternatively ensures that the third-party country can guarantee a sufficient level of the of data protection.

## 12. Data security principles

Access to databases and systems and use of the data file are only available to such employees of the controllers or of subcontractors working on the controllers' behalf, whose work duties entitle them to handle the data contained in the data file. Every user of the data file has an individual username and password for the systems.

Materials containing personal data are stored in locked facilities that may only be accessed by specifically appointed persons whose work duties entitle them to do so.

The database containing personal data is stored on a server which is placed in a locked facility that may only be accessed by specifically appointed persons whose work duties entitle them to do so. The server is protected by an appropriate firewall and technical security systems.

## 13. Rights of the data subject

The data subject has the following rights in accordance with the EU General Data Protection Regulation:

1) The right to obtain from the controller confirmation as to whether or not personal data concerning him or her are being (is) processed, and, where that is the case, access to the personal data and the following information:

- i) the purposes of the processing;
- ii) the categories of personal data concerned;
- iii) the recipients or categories of recipient to whom the personal data have been or will be disclosed, in particular recipients in third countries or international organisations;
- iv) where possible, the envisaged period for which the personal data will be stored, or, if not possible, the criteria used to determine that period;
- v) the existence of the right to request from the controller rectification or erasure of personal data or restriction of processing of personal data concerning the data subject or to object to such processing;
- vi) the right to lodge a complaint with a supervisory authority;
- vii) where the personal data is not collected from the data subject, any available information as to their source; and
- viii) the existence of automated decision-making, including profiling, and meaningful information about the logic involved, as well as the significance and the envisaged consequences of such processing for the data subject. (GDPR Art. 15)

Additionally, the data subject has the following rights:

1) The right to withdraw his or her consent at any time. The withdrawal of consent shall not affect the lawfulness of processing based on consent before its withdrawal. (GDPR Art. 7)



- 2) The right to obtain from the controller without undue delay the rectification of inaccurate personal data concerning him or her, as well as the right to have incomplete personal data completed, including by means of providing a supplementary statement. (GDPR Art. 16)
- 3) The right to obtain from the controller the erasure of personal data concerning him or her without undue delay, where one of the following grounds applies:
- i) the personal data is no longer necessary in relation to the purposes for which they were collected or otherwise processed;
  - ii) the data subject withdraws consent on which the processing is based, and there is no other legal ground for the processing;
  - iii) the data subject objects to the processing on grounds relating to his or her particular situation, and there are no overriding legitimate grounds for the processing, or the data subject objects to the processing for direct marketing purposes;
  - iv) the personal data has been unlawfully processed;
  - v) the personal data has to be erased for compliance with a legal obligation in The European Union or Member State law to which the controller is subject. (GDPR Art. 17)
- 4) The right to obtain from the controller restriction of processing, where one of the following applies:
- i) the accuracy of the personal data is contested by the data subject, for a period enabling the controller to verify the accuracy of the personal data;
  - ii) the processing is unlawful and the data subject opposes the erasure of the personal data and requests the restriction of their use instead;
  - iii) the controller no longer needs the personal data for the purposes of the processing, but they are required by the data subject for the establishment, exercise or defence of legal claims; or
  - iv) the data subject has objected to processing on grounds relating to his or her particular situation, pending the verification whether the legitimate grounds of the controller override those of the data subject. (GDPR Art 18)
- 5) The right to receive the personal data concerning him or her, which he or she has provided to the controller, in a structured, commonly used and machine-readable format, and the right to transmit those data to another controller without hindrance from the controller to which the personal data have been provided, as long as the processing is based on consent pursuant to the GDPR, and the processing is carried out by automated means. (GDPR Art. 20)
- 6) The right to lodge a complaint with a supervisory authority if the data subject considers that the processing of personal data relating to him or her infringes the GDPR. (GDPR Art. 77)

Requests concerning the exercising of the data subject's rights should be addressed to the controller's data privacy officer of the organization it may concern.