

# DATA PROTECTION ANNOUNCEMENT

## Confidentiality of Personal Data in Library Services

South-Eastern Finland  
University of Applied Sciences

This document is based on Articles 13 and 14 of the European Union's General Data Protection Regulation (GDPR). The document is published in order to meet the requirements on data protection stated in the GDPR.

<b>Title of the Guidelines</b>	DATA PROTECTION ANNOUNCEMENT Confidentiality of personal information in the library services of South-Eastern Finland University of Applied Sciences Ltd.		
<b>Person in Charge</b>	Pekka Uotila		
<b>Effective from</b>	25 May 2018	<b>Decision</b>	Data Protection Group 25 May 2018
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<b>Updated</b>		<b>Decision</b>	
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## 1 Controller

South-Eastern Finland University of Applied Sciences  
P.O. 68, Patteristonkatu 2  
50100 Mikkeli  
Telephone exchange 0406550555  
Business ID: 2472908-2

Pekka Uotila, Director of library Services  
South-Eastern Finland University of Applied Sciences,  
Library Services  
Patteristonkatu 3, Mikkeli,  
tel. 050 312 5087  
email: pekka.uotila@xamk.fi

## 2 Data Protection Officer

Jussi Jokivaara  
Head of Security, Safety and Data Protection Officer,  
South-Eastern Finland University of Applied Sciences  
Administration and Quality Services, Paraatikenttä 7, Kouvola,  
tel. 044 7028809  
email: jussi.jokivaara@xamk.fi

## 3 Personal data to be processed

Personal data used by the Library Services of South-Eastern Finland University of Applied Sciences.

## 4 Reasons and legal basis for processing personal data

Personal data is processed for the purposes of customer service and in order to complete other tasks assigned to the library services.



The Library Services are entitled to use personal data in tasks related to, for example:

customer service, distance loans, acquisition of materials, invoicing, and management and improvement of customer relationships, including customer communication provision, development and quality assurance of services monitoring and analysis of the use of services and materials, for example, surveillance of self-service hours.

In relation to publications, publication data search, publication archiving and services of open science and research, Xamk may use personal data, e.g. for the following purposes management and improvement of customer relationships, including customer communication provision, development and quality assurance of services statistical monitoring of publications

The processing of personal data is based on a necessity for the performance of a task carried out in the public interest (Article 6.1 e) or for the performance of a contract (Article 6.1 b), or consent given by the data subject (Article 6.1 a). As for the personal identity number, processing is based on the necessity to reliably and unambiguously identify the data subject to ensure his/her legal protection, best interests, rights and responsibilities. Agreement is mandatory e.g. for the users of Kampus-Jopo services and writers of publication articles who are not Xamk staff members. Consent is required e.g. from Xamk staff members who write articles in Xamk publications and holders of the parental responsibilities for children under 16 years of age.

Library services are provided in collaboration with contractual cooperation partners, and services are sold to contractual partners.

## 5 Personal data groups for processing

The Library services process the personal data of Xamk staff and students and external customers. In addition, the personal data of contractual partners' clients are processed.

Personal identification data:

- names
- personal identification number or date of birth
- contact information: address, email, phone number
- library card number and ID
- Xamk network username



#### Customer data entries

- loans
- reservations
- distance loans
- payments
- validity and duration of customer relationship
- notes
- billing data
- network printing data (students, staff)
- date and time of customer data entries

#### Statistical data

- customer group
- statistical group
- statistical data

#### Recordings and messages

- recordings and messages e.g. CCTV, surveillance of self-service hours
- date and time of recording

#### Publications and publication data search

- publication data
- organisation unit

## 6 Recipients or groups of recipients of personal data

If necessary and in accordance to the intended purpose, personal data is given to the debt collector appointed by the South-Eastern Finland University of Applied Sciences, Urkund (Prio Infocenter AB), CSC Center of Expertise in ICT in Finland, Ministry of Education and Culture, and National Library's Finna Service.

Statistical data is collected for the purposes of supporting library operations and it is given to the National Library's Research Library Statistics Database (excluding all personal data).



If the processed data is subject to a request for clarification or information submitted by an authority, also personal data may be given to this authority if the nature of the request warrants it.

## 7 Information on transferring data to third countries

As a rule, no data is transferred to a third party.

## 8 Period of storing personal data

Data is stored in accordance with the storage periods defined in the data management and filing plan of the South-Eastern Finland University of Applied Sciences.

Personal data is erased from the library service system on the customer's request, or after a fixed period of time if the customer has no loans or pending payments. After graduation, the student's personal data is erased from the library service system within six months of the graduation. Customer data can also be erased if there have been no loans for a long period of time, the validity of customer data has expired, or the customer has not collected his/her library card.

## 9 Rights of the data subject

The data subject has the right to know whether his/her personal data is processed or not. The data subject has the right to have access to personal data that has been processed.

On legitimate grounds, the data subject has the right to demand a rectification of incorrect data. The demand for rectification must specify the personal data the data subject wants to be rectified.

The data subject has the right to request for his/her personal data to be erased.

Under certain circumstances, the data subject has the right to request a restriction on the processing of his/her personal data.

Under certain circumstances, the data subject has the right to object to the processing of his/her personal data.



The data subject has the right to have the personal data which he/she has provided transmitted from one controller to another in a machine-readable format. The processing of data must be carried out by automated means, and data will be transmitted where technically feasible.

Whenever the controller is processing personal data based on a data subject's consent, the data subject has the right to withdraw his/her consent. The withdrawal of consent will not affect the lawfulness of processing based on consent before its withdrawal. The withdrawal of consent, however, may affect the usability and functionality of the service.

If the data subject regards the processing of his/her personal data as unlawful, he/she has the right to lodge a complaint to the Data Protection Ombudsman.

## 10 Statutory or contractual demand

Personal data is processed on the grounds of customer relationship management. Personal data is required for access to the library services.

## 12 Information on how personal data has been acquired (if not from the data subject)

Based on their consent, the students' personal data is transmitted to the library system from the Student Administration's register.

Personal data of staff is collected from the publications and telephone directory of Xamk for the purposes of publication data search.

**Date**

**Updated chapters/pages**

**Descrip  
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