

Version 1.0

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General Privacy Statement

1 Controller

SLSP Swiss Library Service Platform AG (hereinafter “SLSP”) is a project supported by the scientific libraries of the Swiss universities and funded by swissuniversities, the purpose of which is to provide a central service platform for the scientific libraries of Switzerland (hereinafter “Library Management System”). The affiliated libraries offer their physical and electronic media via the Library Management System and manage the library loans.

The Library Management System is operated by SLSP Swiss Library Service Platform AG (Werdstrasse 2, 8004 Zurich; SLSP) and is based on the Alma and Primo VE products of Ex Libris. SLSP processes your data arising from the registration and use of the library management platform on behalf of all affiliated libraries.

This Privacy Statement describes what personal data are processed for what purposes and how such data are collected. It also explains which rights you have in connection with the processing of your personal data.

The libraries affiliated with SLSP or their legal entities are jointly responsible for the processing of your personal data. A list of the affiliated libraries and their legal entities can be found [here](#).

As a contract data processor, SLSP has contractually undertaken to the libraries to comply with the applicable cantonal data protection laws, the Swiss Federal Act on Data Protection (FADP) and, to the extent applicable, the European General Data Protection Regulation (GDPR).

If you have any questions or concerns in connection with the processing of your personal data via the Library Management System, please contact the contact address specified in Section 8.

2 Processing of personal data

2.1 Master data

2.1.1 Registration and SWITCH edu-ID

In order to be able to register on the Library Management System, you need a SWITCH edu-ID account. When opening a SWITCH edu-ID user account, you are requested to disclose a number of personal details that are stored in your SWITCH edu-ID. For further information concerning the processing of your data in SWITCH edu-ID, please refer to the information contained in the [Privacy Policy and Terms of Use](#) of SWITCH edu-ID.

Your SWITCH edu-ID user account allows you to register through the [SLSP Registration Platform](#) on the Library Management System. During the registration process, you consent to the transfer of the following data from your SWITCH edu-ID account to the Library Management System:

- First name
- Surname
- Addresses
- Telephone numbers
- Email addresses
- Date of birth
- System numbers (swissEduPersonUniqueID and eduPersonTargetedID)

If the following data are stored in your SWITCH edu-ID, they will also be transferred to the Library Management System:

- Barcodes of library IDs
- Immatriculation number
- Information on affiliation to a university institution (student, employee, etc.)
- Preferred language

These data transmitted from your SWITCH edu-ID user account are master data that are required for identification and for processing of user transactions

(e.g. lending) as well as for invoicing. The data are stored centrally in the Library Management System.

The SLSP as a contract data processor and the libraries do not have access to your SWITCH edu-ID. You can manage your master data independently in your SWITCH edu-ID user account. If you make changes to your SWITCH edu-ID, it will be synchronised with the Library Management System.

2.1.2 Access of affiliated libraries

Each affiliated library is assigned to a so-called Institution Zone (IZ). As soon as you become active for the first time in an IZ (for example, because you borrow from a library of that IZ), your data stored centrally in the Library Management System will be shared with all libraries of that IZ. Only then will the individual libraries actually have access to your master data.

You can see which libraries are grouped together in an IZ [here](#).

2.2 Library use transactions and administrative measures

If you borrow library materials through the Library Management System, various data are collected and are used to process the loans. They are stored and processed in the Library Management System.

These are the following transaction data

- Information on media on loan
- Information on orders of copies, annotations, reservations, purchase proposals, distance loans, bookings
- Fees
- Lending history over a defined period (completed fees and loans)
- Note fields in user records
- Blocks
- User groups

These transaction data are accessed only by those libraries that belong to the same IZ as the one you borrowed from.

Libraries may take administrative measures, in particular blocks, in accordance with their own library regulations and legal and contractual provisions. Depending on the type of administrative measures involved (system-wide or IZ-specific), information about such blocks and other measures is visible to all affiliated libraries or only to the libraries of an individual IZ.

2.3 Analytical data

The libraries may carry out analyses at the system, IZ or library level or have them carried out by SLSP. These analyses are carried out exclusively using anonymised data. Person-specific analyses are not possible.

2.4 Cookies

A cookie is a small file that a website stores on the visitor's computer or mobile device. Cookies are often used to operate websites or to operate them more efficiently and to transmit information to the owners of the website.

Our website uses cookies, pixel tags and other means of identification and local storage (collectively referred to as "cookies") to distinguish you from other users of our website and of websites on our network. This helps us to make your visit to our website and the websites in our network pleasant and allows us to improve our websites and services.

Detailed information about the cookies used by Primo VE and Alma can be found at the following link: <https://www.exlibrisgroup.com/cookie-policy/>.

2.5 Financial data

You will receive an invoice for fee-based services (e.g. distance lending), fee-based reclaims or replacement purchases. On behalf of some libraries, SLSP is responsible for the creation and dispatch of invoices as well as for the entire reminder process. The data required for this purpose shall be processed in the ERP system of SLSP. There is an interface with Alma.

For first-time invoicing, the following master data from the Library Management System are transmitted to the ERP system:

- First name and surname
- Address
- E-mail address:
- User ID (swissEduPersonUniqueID and eduPersonTargetedID)
- Preferred language

These data are used exclusively to carry out billing and reminder services on behalf of the libraries and to collect outstanding amounts and library fines.

Additional financial data are created and processed in the ERP system. These are the following data:

- Invoices
- Reminders
- Payment Details

These financial data are in turn imported from the ERP system into the Library Management System of the respective IZ of the library issuing the invoice or reminder or administering the process. The financial data shall be anonymised in the Library Management System after a period of two years.

The data in the ERP system are in turn stored in an audit-compliant manner for the statutory retention periods and erased upon expiry of these periods.

3 Legal basis

The public-law libraries or their legal entities have legal bases for offering library services. The legal relationship between you and all affiliated libraries is based on a private-law library loan agreement.

To the extent the GDPR applies, the following legal bases shall apply to the data processing in accordance with Section 2 of this Privacy Statement:

To the extent your consent is obtained for the processing of your data (in particular for the forwarding of master data from SWITCH edu-ID to the Library Management System), Art. 6 (1) (a) GDPR serves as the legal basis.

When processing your personal data for the performance of a contract (e.g. library lending agreements), Art. 6 (1) (b) GDPR serves as the legal basis. This also applies to processing operations that are necessary for the implementation of pre-contractual measures. To the extent the processing of your data is necessary in order to comply with a legal obligation to which the libraries and thus SLSP, as a contract data processor, are subject (for example, in order to comply with statutory retention obligations), Art. 6 (1) (c) GDPR serves as the legal basis.

If the processing is necessary to safeguard a legitimate interest of a library or a third party, Art. 6 (1) (f) GDPR serves as the legal basis for the processing. This applies in particular to data processing in connection with the enactment of administrative measures and the assertion of legal claims and defence in legal disputes.

4 Location of data processing

The personal data are processed in Switzerland and the EU (currently in Germany and the Netherlands).

If, on an exceptional basis, personal data are processed in countries outside Switzerland and the EU/EEA, the security of your data is ensured by other measures, such as in particular the conclusion of corresponding agreements.

5 Involvement of third parties

The Library Management System is operated by SLSP with the involvement of an external service provider in the form of a “Software as a Service” solution. The system and thus the data are hosted in the cloud. The servers are located exclusively in the EU.

The service provider will receive access to your data to the extent necessary for the operation and hosting of the Library Management System and the related support.

The service provider is a subcontractor of SLSP and acts exclusively on its instructions.

6 Your rights

You have the right of access, rectification, erasure or blocking of your data and, where applicable, the right to data portability. These rights shall exist to

the extent no legal obligations, such as in particular retention obligations or legitimate interests of the affiliated libraries, preclude the request.

You have two options for erasing your data:

- On the one hand, you can delete your SWITCH edu-ID account by sending a request for deletion to eduid-support@switch.ch. SWITCH shall inform SLSP of such deletion, which means that your data in the Library Management System will also be erased.
- On the other hand, you may request the deletion of your personal data in the Library Management System by sending a corresponding request to support@slsp.ch. You can also request deletion from a library, which will then forward the application to SLSP. In this case, your SWITCH edu-ID user account will remain, but no further data will be transferred from the SWITCH edu-ID to the Library Management System. All personal data already in the Library Management System will be deleted.

In both cases, your data will only be erased provided that all outstanding invoices have been settled and no open user transactions have been recorded and that no retention obligations or overriding interests of the affiliated libraries or third parties (such as in particular SLSP) preclude this.

In accordance with Section 2.1 of this Privacy Statement you can make changes and corrections to your master data independently by accessing your SWITCH edu-ID account. Synchronisation with the Library Management System is ensured by means of a push message.

If you wish to request rectification of your data in accordance with Sections 2.2 – 2.5 of this Privacy Statement or to obtain information about your personal data, please get in touch via the contact address indicated in Section 8.

You are entitled at any time to withdraw consent you have previously given for data processing. Withdrawal of consent that you have given directly to a library must be directed to the library.

You also have a right to lodge a complaint with the competent data protection supervisory authorities, insofar as this applies to you.

7 Technical and Organisational Measures

On behalf of the libraries, SLSP shall take all reasonable and appropriate technical and organisational measures to ensure the security of your personal data.

The subcontractor operating the Library Management System on behalf of SLSP shall have an Information Security Management System (ISMS) certified in accordance with the international standard ISO 27001.

8 Contact

If you have any questions or requests in connection with the processing of your data via the Library Management System, please contact the following address: info@slsp.ch

9 Amendments

This Privacy Statement may be amended at any time without prior notice. The then-current version published at the [website](#) shall apply.