

SLSP: General Privacy Policy

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Introduction

This Privacy Policy explains how and for what purposes SLSP AG collects and processes personal data. This Privacy Policy is not exhaustive, as other documents such as terms of use or specific privacy policies (e.g. for employees or applicants), in particular, may also contain information about data processing.

The Privacy Policy is aligned with the requirements of the Swiss Federal Act on Data Protection (FADP) and the associated Data Protection Ordinance (DPO).

The libraries affiliated with SLSP or their legal entities are jointly responsible for the processing of personal data within the context of the swisscovery library management system. The 'swisscovery Privacy Policy', which can be found at the following link, explains how SLSP processes personal data on behalf of all affiliated libraries: https://slsp.ch/wp-content/uploads/2025/07/SLSP_swisscovery_Datenschutzerklaerung_Juni2025_eng.pdf.

Controller

The controller for the data processing described in this Privacy Policy is SLSP Swiss Library Service Platform AG (Kasernenstrasse 77 A/B, 8004 Zurich; hereinafter SLSP; email address: info@slsp.ch).

Whose personal data do we process?

In the course of our business activities, we process the personal data of contact persons and employees of our existing and potential customers (libraries), contact persons and employees of our other business partners, visitors to our website ([SLSP – Swiss Library Service Platform](#); [About SLSP – SLSP](#); [For libraries – SLSP](#); [Contact – SLSP](#)), participants in events and recipients of our newsletter (hereinafter 'you'), in particular.

Where do we get your personal data?

We generally collect personal data directly from you (e.g. when you communicate with us or use our website or apps) or it is disclosed to us by your employer as part of the initiation and/or execution of contracts (e.g. for correct licensing or because you are our contact person for certain topics).

For what purposes do we process your personal data?

Initiation and execution of contracts

As part of initiating and executing contracts with our customers (libraries) and other business partners, we process the surname, first name, business email address and telephone number of contact persons and other employees, in particular, as well as any other information that is required for the fulfilment of the contract, such as date of birth or position at the company. We need this data in order to conclude contracts and correctly fulfil them, for example to organise licences or respond to support requests.

Communication

If you contact us (e.g. via our contact form on our website, by phone, email or post), we process the personal data required to handle this request.

As a contact person or employee of libraries, we will also regularly send you information about SLSP as well as our services and events to your email address (newsletter). You can opt out of this communication at any time. If you no longer wish to receive emails from us, you can unsubscribe via the corresponding link in every newsletter.

Planning and implementation of events

When participating in events, such as training courses, we need your surname, first name, (business) address and email address. We require this information so we can plan and hold the event, as well as for the purpose of issuing any invoices. In addition, we may process information about any food intolerances you have if you have provided this information to us. We solely process this for the purpose of organising the menu selection.

Online events may only be recorded with the consent of the participants.

At events, photos of participants may be taken by SLSP or the photographers commissioned by it. The photos may be published on the SLSP website, in a newsletter, in print media and, if necessary, on social media. If you do not wish to be photographed, you can tell the photographer at the time and sit in an appropriate place where you will not be photographed.

Security

We obtain and process personal data in order to guarantee and continuously improve the appropriate security of our IT. This includes, for example, the monitoring and control of electronic access to our IT systems, analyses and tests of our IT infrastructures, system and error checks and the creation of backup copies.

Other purposes

We process personal data to comply with legal obligations; in particular, this includes to comply with legal retention obligations, for tax purposes, risk management or other legal obligations.

We may also process your personal data in connection with the assertion of legal claims and defences in connection with legal disputes and official proceedings and store and/or disclose it to third parties, in particular lawyers or courts, for this purpose.

Visiting our website

General

In order to continuously improve our website and other electronic services, we collect data about your behaviour and preferences, for example by analysing how you navigate around our website and how you interact with our social media profiles.

Cookies

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

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

You can set your browser so that it automatically rejects cookies. You can also deactivate or delete cookies on a case-by-case basis. Information on managing cookies can be found in your browser's help menu.

Server log files

When you visit our website, we automatically collect and store information in server log files, which your browser automatically transmits to us. These are:

- User agent string (browser type and browser version, operating system used)
- Referrer URL
- Host name of the accessing computer
- Time of the server request
- IP address
- Time of access
- URL accessed
- HTTP status code

This is undertaken so the website can be presented without any technical faults and optimised. We do not draw any conclusions about you when using this general data and information.

Piwik PRO

When you visit our website, the web analytics service Piwik PRO is used to analyse user behaviour and to optimise the website. This analysis is carried out without the use of cookies. Instead, the analysis is based on anonymised data that does not allow individual users to be directly identified. When you visit our website, Piwik PRO collects the following data:

- Anonymised IP address
- Pages visited and length of visit
- Origin of the visit
- Device type, operating system and browser

If you still wish to opt out of the anonymised analysis, you can change your preferences in the [cookie settings](#).

For more information, see the Piwik PRO Privacy Policy: <https://piwik.pro/privacy-policy/>

Social media

Our website uses links to various social networks. The links are marked with a logo. The connection to the providers is only established when you click on the provider's icon. Data is therefore not automatically transmitted to social media services when you visit our website. We have no influence over how social media service providers process your data. Further information can be found in the corresponding privacy policies:

- YouTube Privacy Policy: <https://policies.google.com/privacy?hl=en>.
- LinkedIn privacy policy: <https://linkedin.com/legal/privacy-policy>

Who do we disclose your personal data to?

We use external service providers who act on our behalf and for our purposes. This takes place, for example, in the context of running the website, sending the newsletter and operating our IT. We select our service providers carefully and contractually ensure that these service providers only process your data as we are permitted to do.

Place of data processing

Personal data is processed in Switzerland.

If, in exceptional circumstances, personal data is processed in countries outside Switzerland and the EU/EEA, the security of your data will be ensured by other measures, such as the conclusion of corresponding contracts, in particular.

Retention and deletion of data

SLSP processes personal data for as long as necessary to fulfil the intended purpose, after which the data is deleted unless there are any statutory retention obligations to the contrary or SLSP is entitled to retain the data on another legal basis (consent, legal basis or an overriding interest of its own).

Technical and organisational measures

SLSP takes all reasonable measures that are technically and organisationally feasible to ensure the security of your personal data.

Your rights

You have the right to access to, rectification of or erasure of your data, as well as, where applicable, the right to data portability. These rights exist as long as no legal obligations, in particular retention obligations or the legitimate interests of SLSP, stand in the way of the request.

You are entitled to withdraw any consent to data processing you have given at any time.

Contact

If you have any questions or requests in connection with the processing of your data, please contact us at:
info@slsp.ch.

Amendments

This Privacy Policy may be amended at any time without prior notice. The latest version published on the [website](#) applies.