

swisscovery: Privacy Policy

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What is 'swisscovery'?

swisscovery is a research platform that gives you, the user, access to a wide range of academic publications from more than 500 academic libraries in Switzerland. The affiliated libraries (hereinafter referred to as 'we') offer their physical and electronic media through swisscovery and use swisscovery to manage loans. This Privacy Policy describes the personal data we process when you use swisscovery or when you access swisscovery as an employee of an affiliated library and the purposes for which we do so. We also inform you about how this data is collected and who is responsible for processing the personal data. This is not an exhaustive description. The libraries affiliated with swisscovery may regulate specific issues (e.g. applicability of cantonal provisions) in other documents, such as library regulations or a privacy policy for employees.

Who is responsible for data processing?

The libraries affiliated with swisscovery and their legal entities are jointly responsible for the centralised processing of personal data in swisscovery. A list of libraries affiliated with swisscovery, their legal entities and their contact addresses can be found [here](#). Personal data refers, in particular, to users' master data, which is transferred, with users' consent, from the SWITCH edu-ID to the newly created account in swisscovery during the registration process. All libraries within an Institution Zone (IZ) are jointly responsible for the processing of personal data to which they have access. You can see which libraries are affiliated within an IZ [here](#). In particular, the data provides a rough overview of administrative measures (blocks and notes) and transaction data (information on loans, ordering copies, etc., fees, loan history). If personal data is processed solely for the purposes of one library, the respective library bears sole responsibility. In addition to master data, this includes, in particular, detailed data on administrative measures and transaction data.

swisscovery is operated by SLSP Swiss Library Service Platform AG (Kasernenstrasse 77 A/B, 8004 Zurich; hereinafter SLSP) on behalf of the affiliated libraries and is based on the products Alma and Primo VE from Ex Libris. If SLSP processes personal data in this context, it does so in the role of processor.

The SLSP service catalogue includes various services. The current description of the services can be found on the SLSP website under the heading '[swisscovery Range of Services](#)'. If SLSP processes personal data in the provision of its services, this is done on behalf of and under the responsibility of all affiliated libraries, unless stated otherwise in this Privacy Policy.

If SLSP processes personal data as part of the provision of separately agreed individual services, this is generally done on behalf of a library that is responsible for data processing under data protection law. SLSP is contractually obliged to comply with the applicable cantonal data protection laws, the Swiss Federal Act on Data Protection (FADP) including the Data Protection Ordinance (DPO) and, where applicable, the European General Data Protection Regulation (GDPR).

What personal data do we process?

Preliminary remarks

What data do we process and from whom?

We primarily process personal data about you that we receive from you in connection with the conclusion and handling of library services (e.g. loans, including delivery and return of media, e-resources, digitisation, ordering copies, etc.) or that we collect from users of these services when operating our website and other applications. In addition, we process the personal data of employees of affiliated libraries insofar as this is appropriate and necessary for the provision of swisscovery.

In addition to the data you provide to us directly, the categories of personal data that we process also include data relating to administrative measures and transaction data. Furthermore, the categories encompass data relating to the use of the swisscovery website (e.g. IP address, MAC address of the smartphone or computer, information about your device and settings, cookies, date and time of the visit, pages and content accessed, functionalities used, referring website, location information).

For what general purposes do we process personal data?

If you use or wish to use swisscovery, we process your data in particular to open a user account (including updates), to enable research in swisscovery, to use library services in swisscovery, for invoicing (including reminders), to deliver documents, to collect any outstanding amounts, to compile statistics, to compile and issue administrative measures (e.g. blocks, in particular), to increase efficiency and for monitoring purposes, to allocate permissions to specific user groups, to make your visit to our website pleasant and to improve our websites and services.

Operation of the swisscovery platform

As part of the provision of this service, the swisscovery library management system is operated as software as a service and made available to the affiliated libraries. The associated hosting comprises the personal data of users and employees of all affiliated libraries as specified in the following sections.

Central user data management

Processes data of employees of all affiliated libraries

swisscovery processes employees' personal data on behalf of the libraries so that library services can be provided.

The following personal data is processed in this context:

- Email address
- Surname, first name
- Roles and permissions

- Library
- Processing history

Registration and SWITCH edu-ID

You need a SWITCH edu-ID account to register on swisscovery. When opening a SWITCH edu-ID user account, you will be asked to provide a range of personal data that will be stored in your SWITCH edu-ID. For further information on how your data is processed in the SWITCH edu-ID, please refer to the SWITCH edu-ID [Privacy Policy and Terms of Use](#).

You can use your SWITCH edu-ID user account to register on swisscovery via the [SLSP Registration Platform](#). In the process, your SWITCH edu-ID will be verified. When you register, you give your consent for the following data from your SWITCH edu-ID account to be transferred to swisscovery:

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

If the following data is stored in your SWITCH edu-ID, it will also be transmitted to swisscovery:

- Barcodes for library cards
- Matriculation number
- Information about affiliation with a university institution (student, staff, etc.)
- Preferred language

The data transferred from your SWITCH edu-ID user account is master data that is required for identification, processing user transactions (e.g. loans) and invoicing. The data is stored centrally in swisscovery and is available to all libraries affiliated with SLSP.

SLSP, as the processor, and the libraries do not have access to your SWITCH edu-ID. You can manage your master data in your SWITCH edu-ID user account. If you make changes to your SWITCH edu-ID, they will be synchronised with swisscovery.

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Transaction data and administrative measures

When you use library services via swisscovery, various data is collected that is used to process loans or fulfil contracts for library services. This data is stored and processed in swisscovery.

This includes the following data:

- Information about the items borrowed
- Processing history

- Copies of correspondence
- Information on orders for copies and digitisations, reservations, purchase proposals, courier orders, home and office deliveries as well as inter-library loans, bookings
- Fees
- Borrowing history over a defined period
 - Completed loans: anonymised after 730 days
 - Completed reservations and inter-library loans: anonymised after 730 days
 - Completed fees: anonymised after 730 days
- Note fields in user records
- Blocks
- User groups and categories

Depending on the type of transaction data and administrative measures involved, the information can be seen by all affiliated libraries, the libraries of an individual IZ or a specific library.

The libraries may impose 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 institution-specific), information on such blocks and other measures can be seen by all affiliated libraries in an IZ or only by individual libraries.

Central fee collection on behalf of libraries

You will receive an invoice for fee-based services (e.g. inter-library loans), fee-based reimbursement claims or fees charged for a replacement. SLSP takes over the creation and dispatch of invoices as well as the entire dunning process on behalf of some libraries. The data required for this is processed in SLSP's ERP system. There is an interface to Alma.

For the initial invoicing process, the following master data is transferred from the library management system to the ERP system:

- First name and surname
- Address
- Email address
- User identification (swissEduPersonUniqueID and eduPersonTargetedID)
- Preferred language

This data is used exclusively to carry out invoicing and dunning on behalf of the libraries and to collect outstanding amounts and dunning costs.

Additional financial data is created and processed in the ERP system. This includes the following data:

- Invoices
- Reminders
- Payment information

This financial data is then imported by swisscovery's ERP system into the respective IZ of the invoicing, reminding or operating library. The financial data is anonymised in swisscovery after two years. The data is stored in SLSP's ERP system on behalf of the respective libraries for the statutory retention periods in a manner that is secure for auditing purposes; it is deleted after expiry of these periods. Responsibility for data protection lies with the library that places the order with SLSP.

Standard statistics and reports

The libraries can perform analyses using Analytics (Alma) and Mixpanel at system, IZ or library level or have them performed by SLSP. These analyses are carried out for statistical purposes or for the creation of reports (e.g. the creation of lists of outstanding fees) in order to increase efficiency and for monitoring purposes. These analyses are carried out with reference to individuals.

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, as well as to transmit information to the owners of the website.

Our website [swisscovery \(slsp.ch\)](https://www.slsp.ch) 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.

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

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.

Legal basis

Public libraries or their legal entities have the legal basis for offering library services. The legal relationship between you and all affiliated libraries is based on a loan agreement under private law.

Where the GDPR is applicable, the following legal bases apply to data processing as per section 3 of this Privacy Policy:

Insofar as your consent is obtained for the processing of your data (in particular for the forwarding of master data from the SWITCH edu-ID to the library management system), Art. 6(1)(a) GDPR serves as the legal basis.

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

If 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 processing. This applies in particular to data processing in connection with the adoption of administrative measures and the assertion of legal claims and defences in the event of legal disputes.

Place of data processing

Personal data is processed in Switzerland and the EU (currently in Germany and the Netherlands).

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, in particular, the conclusion of corresponding contracts.

Involvement of third parties

The responsible libraries involve SLSP as a subcontractor (processor in accordance with Art. 9 FADP and Art. 28 GDPR) for the operation of swisscovery and the services described in this Privacy Policy. swisscovery is operated by SLSP with the involvement of an external service provider (sub-subcontractor) as 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 is a subcontractor of SLSP with whom a corresponding contract has been concluded and who acts exclusively on the instructions of SLSP.

Third parties (SLSP and the sub-subcontractor as well as any third parties engaged by the latter) will be granted access to your data insofar as this is necessary for the operation and hosting of swisscovery and for the related support.

Your rights

The libraries affiliated with swisscovery must comply with various data protection laws (cantonal data protection laws, Swiss Federal Act on Data Protection, GDPR). These data protection laws grant you certain rights in relation to the processing of your personal data.

In particular, you have the right to access, rectification, erasure or blocking of your data, as well as, where applicable, the right to data portability. These rights exist insofar as no legal obligations, in particular statutory retention obligations or the legitimate interests of the affiliated libraries, conflict with your request.

You have two options for deleting your data in swisscovery:

- You can delete your SWITCH edu-ID account by sending a deletion request to eduid-support@switch.ch. SWITCH will inform SLSP of this deletion, which means that your data will also be deleted from swisscovery.
- Alternatively, you can request the deletion of your personal data in swisscovery by sending a request to swisscovery@slsp.ch.
- You can also request deletion from a library, which will then forward the request to SLSP. In this case, your SWITCH edu-ID user account will remain in place, but no more data from the SWITCH edu-ID will be transferred to swisscovery. All personal data already in swisscovery will be deleted.

In both cases, your data will only be deleted on the condition that all outstanding invoices have been paid and no open transaction data has been recorded and that no retention obligations or overriding interests of affiliated libraries or third parties (such as, in particular, SLSP) prevent this.

You can make changes and corrections to your master data as per section 3.3.1 of this Privacy Policy independently by accessing your [SWITCH edu-ID account](#). Synchronisation with swisscovery is ensured by means of a push notification.

If you wish to request rectification of or access to your personal data, please contact the address provided under section 9.

If you have given your consent to data processing, you are entitled to withdraw this consent at any time. The withdrawal of consent that you have given directly to a library must be made to that library. The withdrawal of consent takes effect for the future and does not affect the lawfulness of data processing carried out prior to the withdrawal of consent.

If consent to the transfer of data from your SWITCH edu-ID user account to swisscovery is withdrawn, your swisscovery account will be deleted as soon as all open transactions and outstanding fees have been settled.

You also have the right to lodge a complaint with the relevant data protection supervisory authorities. Which data protection supervisory authority is responsible depends on the libraries responsible for data processing.

Technical and organisational measures

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

The SLSP subcontractor, which operates swisscovery on behalf of the libraries, has an information security management system (ISMS) certified in accordance with the international standard ISO 27001.

Contact

If you, as a swisscovery user, have any questions or concerns relating to the processing of your personal data or would like to submit a request as per section 7, please contact the relevant library directly. If you

have any questions for SLSP itself, you can contact us at the following email address: swisscovery@slsp.ch or at SLSP AG, Kasernenstrasse 77 A/B, 8004 Zurich.

If you, as an employee, have any questions about data processing via swisscovery, please contact your employer (library). We also refer to SLSP's separate Privacy Policy at [Swiss Library Service Platform AG DE.pdf](#).

Amendments

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