WU University Library Data Protection Statement

WU (Vienna University of Economics and Business) is committed to protecting your personal data. Your personal data are kept confidential and processed in accordance with the provisions of the applicable data protection laws. In fulfillment of our obligation to provide information pursuant to Article 13 of the General Data Protection Regulation (GDPR), we would like to inform you about the types of personal data that are processed in connection with issuing library cards and other services provided by the WU University Library (e.g. ordering, requests for information, access to resources) and about the purposes for which these data are processed.

CONTACT INFORMATION

Controller:	**Data Protection Officer:**
WU (Vienna University of Economics and Business)	WU (Vienna University of Economics and Business)
Welthandelsplatz 1	c/o Data Protection Officer
1020 Vienna	Welthandelsplatz 1, 1020 Vienna
Contact: bibliothek@wu.ac.at	datenschutzbeauftragter@wu.ac.at

If you have any general questions or requests regarding data protection at WU, you can write to datenschutz@wu.ac.at.

FOR WHICH PURPOSE DO WE PROCESS YOUR DATA?

The WU Library uses the personal data it collects for the following purposes: providing academic literature to library patrons, managing library holdings (including selection, acquisition, and cataloging), loaning printed materials, managing electronic and printed resources, managing overdue notices and fines, providing personal access to electronic resources, and providing other library services (e.g. courses, workshops, events, communicating and processing requests for information, acquisition requests, scanner reservations, database reservations, and document delivery). WU also processes personal data for the purpose of access management, seat reservations, time slot reservations for an appointment to receive library cards, locker use, and the library card payment function in the WU Mensa cafeteria.

WHICH TYPES OF PERSONAL DATA ARE PROCESSED?

(a) The following types of personal data are collected and stored from students/alumni who use the library: name, gender, date of birth, student ID number, mailing address, phone number (if provided voluntarily), email address, loan data (title, date, library, etc.), correspondence, data on overdue items and fines, user ID, chip number (RFID), and program phase (for personal access to certain digital resources).

(b) The following types of personal data are collected and stored from external library patrons: name, gender, date of birth, ID type and ID number, mailing address, phone number (if provided voluntarily), email address, loan data (title, date, library etc.), correspondence, data on overdue items and fines, user ID, library card number, and chip number (RFID).

(c) The following types of personal data are collected and stored from WU employees who use the library: name, gender, workplace address, workplace phone number, email address, loan data (title, date, library etc.), correspondence, data on overdue items and fines, user ID, library card number, chip number (RFID), and department and/or institute affiliation (for personal access to digital resources).

(d) The following types of personal data are collected and stored from individuals who register for a course offered by the library: name, academic program, email address, student ID number, phone number, course details (date, time, place etc.), correspondence, and registering language.

(e) The following types of personal data are collected and stored from individuals who sign up for an event at the library: name, email address, phone number, event details (date, time, place etc.), correspondence, registering language, and comments.

(f) The following types of personal data are collected and stored from individuals who use our scanner reservation system: name, email address, WU ID or library card number, usage details (date, time, library, scanner number), and registering language.

(g) The following types of personal data are collected and stored from individuals who reserve our databases: name, email address, WU ID, usage details (name of database, date, time, library, number of PC), and registering language.

(h) The following types of personal data are collected and stored from individuals who reserve seats in the library: name, email address, WU ID or library card number, usage details (library and section of library, seat category, date, time).

(i) The following types of personal data are collected and stored from individuals who reserve a time slot for an appointment receive a library card: name, email address, usage details (library, date, time).

(c) The following types of personal data are collected and stored from WU employees who register for a workshop: name, email address, phone number, department and/or institute affiliation, usage details (date, time).

WHAT IS THE LEGAL BASIS FOR PROCESSING YOUR DATA?

- Art. 6 (1) item e of the GDPR – for performing the tasks of running a university library for the public interest, and to provide library services for library users
- Art. 6 (1) item f of the GDPR – to protect the legitimate interests of WU to provide library services
- Article 9 (2) item f of the GDPR – for the establishment or defense of legal claims

DOES THE PROCESSING INVOLVE AUTOMATED DECISION-MAKING?

No, no automated decision-making is involved.

ARE YOU OBLIGATED TO PROVIDE YOUR PERSONAL DATA?

In order to be able to use our services, you need to provide us with the data that we require to provide the respective services. Otherwise, we are unfortunately unable to provide the requested services.

TO WHICH OTHER PARTIES DO WE PASS ON YOUR DATA?

WU has commissioned the company Ex Libris GmbH (Germany) to act as a processor for operating the Alma library system. The data are stored in a data center operated by Equinix and located in Amsterdam, the Netherlands. OBSVG (Österreichische Bibliothekenverbund und Service GmbH) is the processor hired for the operation of WU's library catalog, the Primo discovery system. The data are stored on OBVSG servers located in Austria. In addition, WU also works with other external IT service providers (Smartfreq Ltd. And k42-Gregor Dorfbauer) that provide technical services for the library's IT systems and have access to the data. All processors are obligated to comply with the GDPR. For purposes of collecting payments owed to the University Library, personal data of the library patrons concerned are disclosed to the Austrian Finanzprokuratur, lawyers, and courts of law. The chip numbers (RFID) of library cards held by external library patrons are transmitted to the operator of the WU Mensa cafeteria to enable library patrons to store funds on their library cards and use them for payment in the cafeteria.

HOW LONG DO WE STORE YOUR DATA?

The data are kept in storage for 15 months after the expiry of the patron's library card, the return of all borrowed information media, the payment of all outstanding fees, and the end of the patron's access to electronic library resources. If any fees were incurred during the validity period or any costs charged for specific services, the data are only erased after the end of the statutory 7-year retention period. Data connected to course registrations, workshops for WU employees and reservations of databases are deleted after 365 days. Data connected to events, reservations of scanners, seats and time slots for an appointment to receive a library card are deleted after 31 days.

WHAT ARE YOUR RIGHTS AS A DATA SUBJECT?

As a data subject in the context of these data processing operations, you have the following rights vis-a-vis WU: information and access, rectification, deletion, restriction of data processing, data portability, and objection.

As a data subject, you also have the right to file a complaint with the Austrian Data Protection Authority. Further information on your rights as a data subject is available on the website of the Austrian Data Protection Authority at https://www.data-protection-authority.gv.at/rights-of-the-data-subject.