Privacy statement for Oria

About the privacy statement

This privacy statement describes how the data controller processes your personal data in the service. The purpose of this privacy statement is to inform you about what personal data we process, how it is processed, who is responsible for the processing, what your rights are and who you can contact.

What are personal data?

Personal data are all forms of data, information and assessments that can be linked to you as a person, cf. the Personal Data Act Section 2 and the GDPR Article 5(1). The decisive factor as to whether data constitutes personal data is whether it can be linked to a specific person. Data that, on its own, cannot be linked to an individual person may constitute personal data in cases where the data are found together with other data.

The service in brief

Oria is a service for searching for and loaning library resources and is integrated with the library system Alma. The service gives the user functionality for searching and filtering, an overview of orders, active and past loans, outstanding fees, restrictions and notifications from the library. The user can save searches and hit lists. An anonymous user (not logged in) can search in Oria, but to order/borrow resources, the user must be authenticated in the service and registered as a borrower in Alma. When used by anonymous users, data are not stored in the service with the exception of technical logs and statistics related to searches conducted.

The service does not allow processing of sensitive personal data.

The purpose of personal data processing in the service

The service processes different types of personal data for the following purposes:

Types	Description	Purpose of processing
Borrowers	All categories of borrowers, including students, employees, temporary employees, walk-in users (temporary users) and persons outside the institution.	Order material and use library services
Bibliographic data – persons referred to in the metadata about the resources	Include data about authors and their connection to the publication, and any other contributors to the publication.	Open bibliographic metadata are necessary for cataloguing and finding material.
Bibliographic data – persons referred to in the content	Personal data referred to in the content, such as in biographical material.	To provide content to the public.

Registered personal data, legal grounds and storage time

Personal data related to user accounts in the service requires consent as legal grounds, cf. the Personal Data Act, and the GDPR Article 6(1)(a).

Registered personal data about authors and contact persons are covered by the Personal Data Act, and the GDPR Article 6(1)(f) – to perform a task on grounds of legitimate interests.

The service does not allow processing of sensitive personal data. In the cases where the users themselves can write information in the comments field and similar, the user is obliged to meet the requirements and guidelines for the service. Users are not permitted to register sensitive personal data about themselves or others or to use the service for defamatory conduct.

The data controller is entitled to store information for statistical purposes, if this is in the interests of society at large, cf. the Personal Data Act Section 8 and the GDPR Article 6(1)(e).

You may receive links to external providers/services via the service. The content of such services is not covered by this privacy statement.

The following personal data are registered about borrowers in the search service Oria and library system Alma:

User data in Oria and Alma

Type of data	Description	Source
Saved searches (user option)	Named searches with search criteria	Setting in Oria
Profile	User's preferences in use of the service, e.g. settings for adaptation of searches and language preferences.	Setting in Oria
Basic user data	Information necessary to identify and manage users in Alma (First name, middle name, last name, data of birth, expiry date, date for erasure, person loaning on another's behalf)	Alma, Feide
Descriptive information	Information to address users of the service: title, job description, gender, preferred language.	Alma. May also be sent from the data controller's other source systems.

Contact information	Users' contact information. Email (type, address, preferred) Phone number (type, number, preferred) Preferred number for text messages Address (type, details, preferred)	Alma. May also be sent from the data controller's other source systems
Notes	Notes related to the users that are registered by the librarian in order to assist and follow up the library's users. Must not contain sensitive personal data.	Alma
Appendices	System generated and manually composed notifications to the user, such as collection messages and reminders. Stored to document dialogue with the user. As a rule, these are not automatically erased, but each library is to set erasure by a defined time limit. The notification must not contain sensitive personal data.	Alma
Statistics	Aggregated statistics relating to use of the system. Anonymised loan and search statistics.	Alma
User groups	Grouping of users to use alongside borrowing rules or to award administrative privileges.	Alma
Information about administrative users	Information about administrative users of the service to adapt functionality and extend access management. Cataloguer level.	Alma
Information about borrowers	Information related to the borrower. Preferred remote loan library, preferences in connection with letters and notifications	Alma
Requirements	Active fees and reminders. History (Fine/Fee type, Comment, Fee owner, Title, Item Barcode, Original Amount)	Alma
Blocks	Library staff can block borrowers' accounts using a reason code, comment and expiry date to stop further borrowing. Can be manually overridden. History.	Alma
Orders/reservations	Orders and reservations for loan items.	Alma
Loans, active transactions	Active loans on loan items. The loan history is not stored.	Alma

User data of a technical nature in Oria and Alma

Type of data	Description	Source
System identities	Identities in the service and the integrated system (type, value and notes field).	Alma, Feide and other integrated systems.
System roles and affiliation to the organisation	The user is assigned roles in the system in order to provide adapted functionality and access to the service.	Alma. Roles can be assigned in Alma based on information from the data controller's other source systems.
Session information and cookies	Information related to the user's dialogue with the service. Necessary to adapt functionality in the service and to authenticate users. We use an external analysis service to further develop and manage the service. We collect information about types of browsers, hit statistics and the number of users of the service. Information from the end user is anonymised before it is analysed.	Oria, Google Analytics
Log	Log of system use related to the logged-in user and/or their IP address. The IP address of anonymous Oria users will be registered, which in some cases can be traced back to a person. The purpose of logs is to ensure security and integrity in the system, provide user support and analyse use of the service. The data collected include time, user ID, IP address, information about browsers and hardware, session information and other information that browsers normally provide.	Alma, Oria
Information related to authentication of users	Information for secure authentication of users. - User password set up directly in Alma. - Pin code to use together with the loan card when using a self-service machine or similar – provides a two-factor authentication of borrowers.	Alma. May also be sent from the data controller's other source systems.

Information about your activity is stored in order to provide user support and to gain an impression of general use of the service.

Personal data is stored until one of the following occurs:
- User consent is withdrawn
- The purpose of the personal data processing has been fulfilled
- The data controller decides to discontinue the service

Logs and backups of the system data are stored for up to one year.

Automatic case processing

Your personal data will not be subject to profiling. The library service has automated procedures for borrowing, returning, sending reminders and issuing fees.

Disclosure of your personal data to third parties

Disclosure or export of data is defined as all disclosure of data aside from to the service's own system/processing or to the data subjects themselves, or to someone who receives data on their behalf.

Your personal data will be disclosed to the following countries outside the EU/EEA:
- Israel, through the subcontractor Ex Libris GmbH. Israel is on the EU Commission's list of approved countries that have adequate data protection.
- The service uses Google Analytics to analyse traffic. Personal data (IP address) are anonymised before being sent to Google.

Personal data are processed by the subcontractor Ex Libris, which is an international organisation.

Your personal data will be disclosed to Unit/BIBSYS, which is the service provider, and to its subcontractors.

Subcontractor	Function
Ex Libris GmbH	Cloud management and development of Alma, Oria and related library services.
NTNU	Premises for server management for Unit's direct services
Blue Safespring AB	Cloud management and backup for Unit's direct services
UNINETT AS	Delivers Feide, for authentication of users of the services

The subcontractors' staff who need the personal data to perform their work will have adapted access in order to provide user support and any rectification of errors in the service.

Security in relation to your personal data

Personal data processed in the service are secured by several measures. All transfers to and from the service are encrypted. Unit/BIBSYS conducts
regular risk and vulnerability analyses and tests the security of the service to ensure your personal data are safe. Security measures employed by our subcontractor Ex Libris are documented [here](#).

Employees who process your personal data are subject to a duty of confidentiality, which also applies to our subcontractors' employees.

Your rights

Right to information and access

You have a right to receive information about how your personal data are processed in the service. This privacy statement has been produced to provide the information you have a right to receive. You also have a right to see/access your personal data that are registered in the service, and other personal data that are collected after you have actively logged in. You also have the right to request to receive a copy of your personal data.

A self-service solution in the service where users can see their personal data after logging in allows users to exercise their right of access. If the service does not provide complete information via the self-service solution, users can send a written enquiry to the data controller to acquire access to more detailed information.

Right to rectification

You have a right to have inaccurate personal data about you rectified. You also have a right to have incomplete personal data about you supplemented. If you feel that the service shows inaccurate or incomplete personal data, please contact the data controller, stating the reason why the personal data are inaccurate or incomplete.

Right to restriction of processing

In certain cases, you may have a right to request restrictions on the processing of your personal data. Restricted processing means that the personal data will still be stored, but that other processing in the service is restricted. To request restricted processing of personal data, the conditions in the Personal Data Act and the GDPR Article 18 must be met. You can request restricted processing
- Pending the data controller rectifying inaccurate or incomplete personal data
- If you have submitted an objection to the processing (see below for more details)
- If the personal data are necessary to establish or defend a legal claim

If restricted processing is granted, the data controller will notify you before the restriction is lifted.

Right to erasure

You have the right to demand that we erase personal data about you. If you would like your personal data erased, please contact the data controller or use the erasure function in the service, if applicable. It is important that your request states why you want your personal data erased and if possible, what personal data you wish to be erased.

Please note that legislation provides exemptions from the right to erasure in some cases. This could be cases where we process personal data to fulfil a statutory duty or to address important social interests, such as archiving, research and statistics.

Right to object

You have a right to object to processing of your personal data on certain conditions defined in the GDPR Article 21. This applies if:
- Legal grounds for the processing of personal data are based on legitimate interests, reasons of public interest or when exercising public authority
- Processing of personal data entails direct marketing or profiling
- Personal data are processed for scientific or historical research purposes or statistical purposes

The service does not generally satisfy these conditions, with the exception of the processing of author information and in cases where personal data are used for statistical purposes. When personal data are used for statistical purposes, the data are anonymised.

However, please note the following:

- If there is a special need to stop the processing, for example if you have a need of protection, or a confidential address or similar, please contact the data controller.
- When you have consented to the processing of personal data, you have a right to withdraw your consent.

Right to complain about the processing

If you feel that we have not processed personal data in a correct or lawful manner, or if you feel that you have been unable to exercise your rights with us, you have a right to complain about the processing. See our contact details below.

If we do not uphold your complaint, you have the possibility of filing a complaint with the Norwegian Data Protection Authority. The Data Protection Authority is responsible for ensuring that Norwegian enterprises comply with the provisions of the Personal Data Act and the GDPR in their processing of personal data.

Contact

The data controller
The institution is the data controller for personal data in the service and is the primary contact for end users. See link.

The data processor
Unit develops and manages the service on behalf of the data controller and has the role of data processor.

Unit user support's contact details
http://support.bibsys.no
Tel. +47 958 24 000
Email: support@bibsys.no