



Description of file

EU General Data Protection Regulation (2016/679)

04/11/2020

Customer register of the Helmet libraries

1. Controller

City of Espoo

City of Kauniainen

City of Vantaa

The controller in Helsinki is the Culture and Leisure Committee.

2. Person responsible for the data file

Job title

Espoo: Director of Library Services

Helsinki: Director of Library Services

Kauniainen: Chief Librarian

Vantaa: Director of Library Services

3. Data file contact person

Job title

Espoo: Library Service Manager, Espoo City Library

Helsinki: Service Administrator, Helsinki City Library, Pasila Library

Kauniainen: Information Specialist, Kauniainen City Library

Vantaa: Public Services Secretary, Vantaa City Library

Contact information

City of Espoo, Registry Office, P.O. Box 1, FI-02070 City of Espoo

City of Helsinki, Registry Office, P.O. Box 10 (Pohjoisesplanadi 11–13), FI-00099 City of Helsinki

City of Kauniainen, Registry Office, P.O. Box 52 (Kauniaistentie 10), FI-02701 Kauniainen

City of Vantaa, Registry Office, Asematie 7, FI-01300 Vantaa

4. Purpose and legal grounds for processing personal data

Purpose of processing

The purpose of processing personal data in the data file is to organise library services. Libraries use the data file for the purposes of monitoring circulation, debt collection, statistics, communications, providing online and mobile services, self-service library and other library services and user identification.

Legal grounds for processing

Article 6(1)(c) of the EU General Data Protection Regulation: processing is necessary for compliance with a legal obligation to which the controller is subject.

Essential legislation

- EU General Data Protection Regulation (679/2016)
- Data Protection Act (1050/2018)
- Public Libraries Act (1492/2016)
- Act on the Openness of Government Activities (621/1999)

5. Data content of the file

The following information about the data subject is recorded in the data file:

- name, personal identity code, customer ID, encrypted PIN code, address, telephone number, e-mail address, date of birth, customer group (e.g. child, adult, home service customer, institution)
- for statistical purposes: gender
- for sending out customer mail: language selection and preferred mode of communication
- circulation events, information on current loans and reserved items
- unresolved issues (e.g. open payments) and related notifications.

Personal data of a person acting as the person responsible for a child under the age of 15 and of a person acting as the contact person of an institution or other community is recorded in a corresponding manner.

Customers can access some of the data via the library online service at helmet.fi. Customers need a user ID and a personal PIN code to view their personal data.

6. Regular disclosure of personal data

Each city library sees to the debt collection on loaned items that have not been returned. Data on registered adults who have not returned loaned items within 60 days from the due date is handed over to a debt collection agency once a week as a line transfer. The transferred file includes the name, address, telephone number and personal identity code of the data subject as well as the due date, title and price information of the unreturned items.

Personal data is processed by the following suppliers of services that are provided by the library and used by the customer:

- library management system's software provider
- library management system's hosting service provider
- providers of self-checkout and return machines
- providers of self-service library systems
- online service providers

- mobile service providers
- online payment service provider
- e-material providers
- providers of devices and equipment intended for customer use.

Anonymised data will be used for:

- recommendation services
- statistical and research purposes.

Contracts have been signed for the aforementioned services with the service providers. Some of the service providers also operate outside the EU or EEA.

Personal data in the data file may be disclosed to parties who have a legal right to obtain the data, such as the city's social welfare under the Child Welfare Act or the police under the Police Act.

7. Data retention periods

Personal data submitted in advance by the customer via the library online service is removed if the customer has not picked up their library card in three months.

Personal details that have not been used by the customer for three years and that do not involve unresolved issues (e.g. open payments) are removed from the data file. Data is removed from the file once a year.

8. Sources of personal data

Personal data is obtained directly from the data subject. The data subject may also update some of their personal data in the libraries' customer register via the library online services at helmet.fi. Updating the data requires that the data subject has a user ID and a personal PIN code.

(Address) details provided by the data subject can be verified and updated through the Finnish Population Information System.