

ANNEX III: PROTECTION OF PERSONAL DATA OF INTEGRATED LIBRARY CUSTOMERS

The National Library of Technology (hereinafter referred to as “NTK”) is a personal data administrator according to Act No. 101/2000 Coll., on Personal Data Protection and on Amendment of Certain Acts (hereinafter referred to as the “Act”).

Under Section 4 of the Act, personal data are any data concerning a specific person whose identity can be directly or indirectly derived from the personal data. Under the conditions of NTK and ICT, personal data involved are a Customer’s address and identification data and data regarding loans or other transactions.

When processing personal data, NTK proceeds in accordance with the Act and the Integrated Library Rules and other generally binding legal regulations. Personal data are processed by NTK’s own employees manually or automatically. NTK processes only true and accurate personal data which it verifies to this end.

1. Purpose of Customer’s Personal Data Processing

- Protection of property acquired from public budget sources, in particular, the NTK and ICT library collections intended for borrowing beyond the NTK building.
- Provision of quality services to Customers – NTK is, by gathering Customer data, able to: effectively contact the Customer in cases specified by the Library Rules or as requested by the Customer him/herself; keep accurate records of all transactions made in relation to the Customer (for example, current loans, the start and end dates of loan periods) while making use of system tools used by library employees who interact with these transactions; carry out checks regarding the quality of provided services and investigate customer complaints; prepare statistic assessment regarding Library activity (in particular, circulation statistics and assessment of these for the purposes of effective acquisition of materials and administration of the Library collection).
- Fulfilment of obligations imposed on NTK by generally binding regulations, in particular:
 - Act No. 257/2001 Coll., on Libraries and Conditions of Operating Public Librarian and Information Services (the Libraries Act)
 - Act No. 563/1991 Coll., on Accounting, as amended
 - Act No. 216/2006 Coll., amending Act No. 121/2000 Coll., on Copyright, Rights Related to Copyright and on Amendment of Certain Acts (the Copyright Act), as amended, and certain other acts

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2. Scope of the Customer Personal Data Processing

NTK processes the personal data of Customers and for minors, also the personal data of their legal representatives (in the same data structure).

Basic Customer identification data:

- Combination of names, last name and date of birth
- Email address
- Card number
- Permanent residence address
- Type and number of personal identification document confirming Customer’s identity and correctness of identification data; possibly the country that issued the identification document if the customer is not from the Czech Republic

The Customer is obliged to provide these data and allow their processing in the Library records of NTK as long as he/she wishes to use Integrated Library services to their full extent. A Guest who refuses to grant his/her approval to processing of basic identification data may only use the Integrated Library unauthorized services (for example, in-library use of the open stacks collection, reference and reprographic services to order, etc.).

NTK verifies basic identification data according to such valid personal identification documents issued by governmental bodies in order to verify all basic identification data. Regarding citizens of the CR, it is usually an identity card. NTK checks a Customer's basic identification data upon registration, upon each renewal of the Customer's borrowing card, and whenever there are changes to any of the stated data. In order to protect and effectively use the Library collection, NTK prevents duplicate registration of Customers and therefore, prior to registration of a new Customer, the responsible Library employee verifies duplicity of records in the Integrated Library customer database according to the available personal data.

Optional Data Collected from the Customer (if the Customer opts to provide):

- University degree
- Contact or correspondence address
- Phone number
- Email address
- Identification of his/her employer / school attended.

Official Data:

- Information about Cards issued and cancelled in connection with a given Customer
- Information about the Customer's breaches and bans affecting conditions of renewal or cancellation of the NTK card

3. Form of Processing and Storage of the Customer's Personal Data

In original documents:

Contract on Use of NTK and ICT Integrated Library Services

This document is filed in the record office for the term of validity of the NTK Customer Card; upon renewal of the card or any change in any of the personal data, a new Contract is entered into and the former one is destroyed; access to these documents is limited only to NTK employees who work with the documents as part of their job descriptions.

In the computer database:

Registration Database of Integrated Library Customers

It documents Customer's basic identification data, other Customer's contact data and official data. The database is saved on a dedicated NTK server; access to this database is protected by a system of computer accounts, passwords and rights determined in the extent necessary for fulfilment of tasks of individual NTK employees. The data kept in the database of the Integrated Library. Customers are protected by anti-virus software and a system that safety stores copies outside the NTK building.

On archival media:

The condition of the database is regularly saved on DLT tapes at intervals.

4. Obligations of NTK Employees Who Use the Integrated Library Customer's Personal Data

All NTK employees are obliged to process personal data exclusively within their job descriptions and tasks assigned to them by their superiors, in the above-mentioned extent and within the above-mentioned purposes and in accordance with provisions of the Act, applicable internal directive and other binding regulations.

NTK employees are obliged to:

- Attend to correctness of the processed personal data and check them according to the relevant documents;
- Refrain from any action that might result in unauthorized access of a third party to the Integrated Library Customer's personal data;
- Report immediately to his/her superior each complaint filed by a Customer orally or in writing in connection with protection of the Customer's personal data;
- Maintain confidentiality of the personal data and safety measures even after termination of their employment with NTK.

NTK employees are not allowed to:

- Disclose their NTK network access passwords to anyone;
- Disclose information about security measures aimed at protecting data from being collected by unauthorized persons;
- Allow unauthorized persons to move around the premises where the personal data are processed and stored;
- Disclose personal data on the public premises of NTK aloud unless expressly requested by the subject of the data;
- Allow inspection of documents and computer monitors by unauthorized persons as long as personal data of other Customers are stated therein;
- Disclose information about other Customers.

Any breach of these obligations of an NTK employee may be regarded as a breach of work discipline and sanctioned under Section 52 par. 4 of Act No. 262/2006 Coll., the Labour Code, as amended.

5. Personal Data Liquidation

NTK processes the Customer's personal data as of the moment when the Customer signs the Contract for Use of NTK and ICT Integrated Library Services and thereby manifests his/her approval of personal data processing.

NTK keeps Customer's personal data until the latest of the following events occurs: the Customer asks in writing for their cancellation; five years after expiration of the Customer Card; settlement of the last Customer's obligations to the Integrated Library.

If the Customer asks for termination of his/her personal data processing or if the above-mentioned period of time expires and customer has no obligations to the Integrated Library, NTK considers the contractual relationship terminated and it shall destroy the personal data:

- By shredding of the original documents – the Contract on Use of NTK and ICT Integrated Library Services is physically destroyed according to the NTK Shredding Rules;
- Deleting the data in the Integrated Library registration database

Archival as well as backup copies that include Customers' personal data are available only to a limited number of NTK employees who have been authorized thereto by a written decision of the NTK Director. It is permitted to restore the data from archival and backup copies only on the basis of a written order issued by the NTK Director and a written report must be given after each restoration of data. Following the restoration of data from an archival or backup copy, the data of all Customers meeting the above-mentioned conditions will be deleted.

A breach of obligations laid down by Act No. 101/2001 Coll., on Personal Data Protection, results in liability of the Library for damage that might be incurred thereby by a third party and in administrative liability for an offence under Act No. 101/2001 Coll. If the Customer learns of a breach of obligations by NTK, he/she shall be entitled to ask NTK for immediate remedy or possibly to turn to the Office for Personal Data Protection with a request for remedy.

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