University of Dundee

Information Governance – Data Protection

Privacy Notice – Library and Learning Centre – Mobile Library App

How we use your information

The University offers a Library app for mobile devices as part of the services offered by the Library and Learning Centre. For information on the app and its functionality please see https://www.dundee.ac.uk/library/resources/moreresources/app/#faq-0.

The Library app is an additional service we make available. There is no obligation to use the app to access Library services.

The Library app is provided by a third party company, Ex Libris. Upon downloading the app you will be required to read and agree to the Ex Libris End User Licence Agreement. You should make sure that you are comfortable with the terms of the agreement before proceeding.

This privacy notice sets out how we use your information. Please note that Ex Libris also have access to your information for provision and support of the app. The Ex Libris Privacy Policy is available here and you should make sure that you understand how they will use their data before downloading and using the app.

If you choose to use the app you will be asked to provide some personal data directly. Some of your data will also come from integrations with other University systems.

Your data is used to:

- Authenticate to the app
- Access and display information within the app including:
  - Library account (loans, requests, fines)
  - Library search
  - Barcode for Library entry
  - Reading Lists
  - Library chat
  - Timetable
  - Email
The app provides analytics data on how users interact with it and this data is available to the University. Small amounts of personal data may be contained within analytics data, but the University will only consider data in aggregate and ensure that it is anonymised for the purposes of our internal analysis. If usage data is published, for example in reports about the services offered by the Library and Learning Centre, we will ensure that it is anonymised.

We will respect your preferences concerning the ways in which we may contact you. If you wish to update these at any time, please let us know by emailing llc-systems@dundee.ac.uk.

The app allows for push notifications to be sent to your device. This functionality is used in exceptional circumstances such as extreme weather which has resulted in the closure of buildings or reduction in services. If you do not wish to receive notifications from the Library app, these can be turned off at the point of download or later via the settings on your device.

Personal data

Information is not stored in the Library app, it is presented directly from the data source API (Application Programming Interface) to the mobile app for the provision of services such as ‘timetable’, ‘my library’, ‘library entry’, ‘email’ and ‘reading lists’.

My Dundee and Yoyo are provided in the app as a link to other third party apps available via your app store, you will be prompted to download the Blackboard app (for My Dundee) and the Yoyo app to make use of these tiles. Please ensure you read any privacy policy, privacy notice or end user license agreements associated with these apps before downloading.

Information including device platform and model are gathered for the purpose of analytics and to inform app usage. You may be identifiable in some of the analytics information but the University of Dundee will only use aggregated analytics information to understand overall Library app uptake and use.

The personal data required for provision of the Library app is:

<table>
<thead>
<tr>
<th>Category/Area</th>
<th>Personal data</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Information</td>
<td>General end user information and identification details.</td>
</tr>
<tr>
<td></td>
<td>- First name</td>
</tr>
<tr>
<td></td>
<td>- Last name</td>
</tr>
<tr>
<td></td>
<td>- Email address</td>
</tr>
<tr>
<td></td>
<td>- Username</td>
</tr>
</tbody>
</table>
| **Device Data** | The following are gathered along with usage data as part of the systems analytics capabilities.  
- Device identifier  
- Platform  
- Model  

**Notifications and alerts from the app**  
This data also enables the sending of alerts and notifications to your device. |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Data sent to us when you provide feedback via the app</strong></td>
<td></td>
</tr>
</tbody>
</table>
- Page title  
- Feedback Text  
- Device Data detailing your phone model  
- Your University of Dundee email address  

**Analytics Usage Data** | Analytical data used to inform app usage.  
- Date and time registered for the app  
- Hit type  
- Hit description  
- URL  
- Device data  
- IP address  

**Reading Lists** |  
- Module enrolments  

**Timetable** |  
- Class timetable information  

---

**Special categories of personal data**

No special categories of personal data are required for the provision of services via the Library app.

**Data controller**
The data controller for your personal information is the University of Dundee. The University's data processor for the Library app is Ex Libris who provide the platform we use, CampusM.

Ex Libris privacy policy - [https://www.exlibrisgroup.com/privacy-policy/](https://www.exlibrisgroup.com/privacy-policy/)

Ex Libris End User License Agreement -
[https://knowledge.exlibrisgroup.com/campusM/Product_Materials/Licenses/campusM_EULA_(International)](https://knowledge.exlibrisgroup.com/campusM/Product_Materials/Licenses/campusM_EULA_(International))

**Lawful processing**

You personal data is processed within the Library app further to you consent (evidence by your decision to download the app and accept its terms and conditions of use).

To stop using the app please delete it. To remove your data from the Library app system, please contact llc-systems@dundee.ac.uk who will ask our data processor to remove your data from the Library app systems.

**Your rights**

The University respects your rights and preferences in relation to your data. If you wish to update, access, erase, or limit the use of your information, please let us know by emailing llc-systems@dundee.ac.uk If you wish to complain about the use of your information please email dataprotection@dundee.ac.uk. You may also wish to contact the Information Commissioner’s Office.