



Personal Data Protection

Reference Service Ask a Librarian: Chat

1 General

IZUM processes personal data in accordance with the regulations (Personal Data Protection Act, Librarianship Act, Scientific Research and Innovation Activities Act, General Data Protection Regulation – GDPR, Personal Data Protection Regulations of IZUM, etc.) and for the purposes for which the data was collected, stored and processed. We respect the right to privacy and strive for the highest level of protection of personal data.

2 General information

Information about the controller:

- name and address: Institut informacijskih znanosti Maribor (Institute of Information Science Maribor), Prešernova ulica 17, 2000 Maribor
- e-mail: podpora@izum.si
- contact telephone number: +386 (0)22520331 (main line)
- director: dr. Aleš Bošnjak
- person responsible for personal data protection (DPO): dr. Ema Dornik

Processing purpose:

- a written answer to a question asked in the Chat service.

Legal grounds for processing personal data:

- contractual relationship for participation in the COBISS system.

Information about the chat:

- The Zendesk web application is used to provide the service, and a plugin is used on the website to enable the service.
- Geolocation data based on the IP address (a number that identifies a particular computer or other device on the Internet) and device identifiers are recorded.
- Users of the service may provide contact details on a voluntary basis: name, surname, e-mail address, telephone number.

- To provide a better user experience, we store the chat transcript in the Zendesk infrastructure. More information about Zendesk's personal data protection policy is available at: <https://www.zendesk.com/company/agreements-and-terms/privacy-notice/#supplemental-information-for-the-eea-switzerland-and-the-uk>.

Categories of data subjects:

- users of the service.

Personal data users:

- IZUM's information providers involved in the provision of the service.

Storage period:

- Personal data is stored for up to 12 months after the chat was created. After this period, the data will be permanently deleted. The storage period may also be changed if provided for by the law governing the protection of personal data in the Republic of Slovenia.

3 Fundamental rights of data subjects relating to personal data

The data subject may at any time request from us to:

- confirm whether or not the data relating to them is being processed and give them access to the personal data (i.e. to inspect, copy or reproduce it).
- provide information concerning the processing of the data (e.g. the purpose of the processing, the type of personal data, the users to whom the personal data has been or will be disclosed, the envisaged data storage period, the technical and organisational measures for data protection).
- provide the opportunity to correct inaccurate personal data relating to them and to update incomplete personal data.
- provide the right to erase personal data (the 'right to be forgotten').
- provide the right to restrict processing.
- provide the right to object to processing where the data processing is based on our legal interest, in which case we will only continue to process the personal data if we can demonstrate compelling legitimate grounds for the processing which override the interests, rights and freedoms of the data subject.
- provide the right to data portability and provide the data to the data subject in a commonly used and machine-readable format or directly to another controller, except in the case of processing of the personal data subject's personal data based on consent or a contractual relationship.

If the data subject wishes to exercise any of the rights set out above, they may contact us using the contact details provided under item 2.

Charges

The information and any communication referred to in the preceding paragraphs shall, in principle, be provided free of charge to the data subject upon request. Where the data subject's requests are evidently unfounded or excessive, in particular because they are repetitive, IZUM may charge a reasonable fee, taking into account the administrative costs of providing the information or communication or of carrying out the requested action, or refuse to act on the request, stating the reasons. The amount of the fee and the related charging rules shall be prescribed by the Minister responsible for justice, after prior opinion of the Information Commissioner.

Right to lodge a complaint with the supervisory authority

The data subject has the right to lodge a complaint with the Information Commissioner of the Republic of Slovenia if they consider that their personal data is stored or otherwise processed in breach of the applicable regulations governing the protection of personal data (address: Dunajska 22, 1000 Ljubljana, e-mail: gp.ip@ip-rs.si, telephone: +386 (0)1 23 09 730, website: www.ip-rs.si).