

Cedefop record of processing activity

Record of Cedefop activities processing personal data, based on Article 31 of Regulation (EU) 2018/1725 of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data, and repealing Regulation (EC) No. 45/2001 and Decision 1247/2002/EC.

Nr.	Item	Description
Library Management System and VET-Bib database (using KnowAll Matrix)		
1.	Last update of this record	12/10/2021
2.	Reference number	CDFNOT099 - Library Management System and VET-Bib database (using KnowAll Matrix)
3.	Name and contact details of controller	Cedefop – European Centre for the Development of Vocational Training Postal address: Cedefop Service Post, Europe 123, 570 01 Themi, GREECE Telephone: (+30) 2310-490111 Email: info@cedefop.europa.eu Responsible department or role: DCM, Research Support Service Functional email address: LIBRARY@cedefop.europa.eu
4.	Name and contact details of DPO	data-protection-officer@cedefop.europa.eu
5.	Name and contact details of joint controller (where applicable)	N/A
6.	Name and contact details of processor (where applicable)	DCM, Research Support Service, Library staff and contractors KnowAll / KnowAll Matrix Bailey Solutions Ltd. Curtis House, 34 Third Ave, Hove BN3 2PD, United Kingdom. Phone: +44 1273 386849 Hosting: Microsoft Azure (France) platform service managed by Secura
7.	Very short description and purpose of the processing	Cedefop library uses the KnowAll Matrix Library Management System (LMS) to provide loan service to Cedefop Staff members. Enable Cedefop's library staff to access / login to KnowAll Matrix and manage Cedefop's implementation of the library management system (cataloguing, circulation, user management etc.) Regarding the processing of library user data, the

		purpose is to enable library patrons to access their library accounts and use functionality such as saved searches, current loans, loan history, alerts, reviews, select items to print or export to reference managers etc. The legal basis of the procedure is: Article 5(1)(a) of Regulation 2018/1725, namely the processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the Union institution or body. A Data Protection Agreement (DPA) between Cedefop and Bailey Solutions signed 4 October 2021
8.	Description of categories of persons whose data the EDPS processes and list of data categories	Data subjects: • Cedefop library administrator accounts: Cedefop Library staff, contractors • Library user accounts: Cedefop staff, trainees and external users Categories of personal data processed: • Contact details: Title, First name(s), Last name(s), Email address, phone number, position, department, location, Email address, Address, Town/City, County/State, Postcode/Zip, Country, Telephone, • Login details: Username, Password. • Account details: user type, is live?, Borrowing privileges, My Account details, My saved searches, My bookmarks, My items on loan, My Borrowing history, My reservations, My Subject interests, My fines, My reviews.
9.	Time limit for keeping the data	Library user data is kept for as long as there are transactions in the system (e.g. library loans) for that user
10.	Recipients of the data	No recipients other than processors.
11.	Are there any transfers of personal data to third countries or international organisations? If so, to which ones and with which safeguards?	N/A
12.	General description of security measures where possible.	• Authentication: username and password required • Encryption: API endpoints secured with TLS 1.0 or later versions • Firewall • In the event of a transaction failure, cloud-aware applications can be engineered to

		intelligently route transactions to a secondary service point. A failed transaction query is automatically reprocessed at the secondary working location. • 24/7 monitoring
13.	For more information, including how to exercise your rights to access, rectification, object and data portability (where applicable), see the privacy statement:	<i>Privacy Statement available on intranet</i>