

## Privacy statement

This statement is designed to inform the customers and passholders of the Koninklijke Bibliotheek (the National Library of the Netherlands - KB) about the information that it collects and why.

The KB records personal information for its customer records, provision and improvement of products and services, and communications with customers. Personal information is not used for purposes unrelated to this. The information is not supplied to third parties unless the KB is legally required to provide identity and/or usage data by order of the police or judicial authorities to assist the prevention, detection and prosecution of a criminal offence. Passholders are entitled to examine, correct, supplement or delete the information held on them.

### Customer records

- Personal information on passholders is held in a database for customer administration. This information is only accessible to KB staff authorised under a hierarchical security system to view and/or process it in the performance of their duties. Passholders are responsible for inputting and updating their own details.
- The personal information is held for up to two years after the pass has expired.

### Loans and consulting publications

- The details of material lent or supplied for consultation in the library are linked to the applicant's details held in the customer records for the period of the loan or consultation. This link is deleted immediately the material is returned. The number of documents lent or issued for examination is kept for statistical purposes. No details of what a customer has borrowed or examined are kept.
- For the security of valuable items, an historical summary is maintained of consultations for each bound volume of material in the Special Collections Reading Room. This does not apply to newspapers.
- The customer and authorised KB staff may examine current loans/requests.
- If a customer repeatedly breaks the rules for use and conduct as set out in the Regulations for using the KB, this will be noted in the customer records.

### Document delivery

- The applicant's details will be linked to the publication requested during processing of applications for documents in the form of copies, prints or books. These transaction details are kept for a maximum of two years. The invoices relating to these transactions are retained for seven years for financial audit purposes.

### Public computers and the digital library

Various log files are created when public PCs are used and of searches in the digital library.

- The log files of the public PCs in the KB make it possible to perform certain services such as customers saving files to an individual private directory for processing by central printers or scanners. These log files are deleted automatically every 24 hours.
- Individual names are removed from the log files relating to the use of digital databanks with public PCs or externally by the internet after 24 hours. The anonymised data are retained for research

purposes to improve services. No historical list of searches by customer are kept.

- Excessive unauthorised actions, such as downloading a substantial part of a database or systematic downloads of parts of a database can be tracked using real-time monitoring systems. Customers will be held accountable for excessive unauthorised actions they undertake.
- If misuse is suspected, current searches may be monitored and activity over a given period may be logged. The customer will always be informed in advance of when and why this is being done.
- We use cookies (see [here](#) for further information) when providing remote digital services (e.g. through our digital library, websites and apps). The customer can decide whether or not to accept them.
- The KB may on occasion ask customers to provide information by completing a web form. This is only done with a view to improving KB services. Customers can choose not to receive direct mail from the KB other than that relating to loans and customer administration.

### **Camera surveillance**

- Cameras are in use in various parts of the library to help secure access to the building and to protect the KB's property. The images are retained for no more than seven days.

This English version is a translation of the Dutch text and the Dutch text will prevail in the event of differences.