

## **Innovative Interfaces Services Privacy Policy**

Innovative Interfaces (“Innovative,” “we,” or “us”) provides a variety of technology solutions for libraries, including online catalogues, database integration, digital resource management, resource sharing, cloud solutions, mobile apps, and much more (each, a “Service”). These Services are provided to different types of users, including libraries and other institutions (our “Customers”), as well as to library staff, library patrons, and other individuals (“you”).

Innovative respects the privacy of those who use our Services. This Privacy Policy (“Policy”) explains how we collect, use, and disclose information in connection with Services that link to this Policy. This Policy does not apply to information that Innovative collects through means other than the Services, including many of our websites. To learn more about how Innovative handles information outside the context of the Services, please refer to our separate Innovative Website Privacy Policy, available [here](#).

Please note that our Customers also collect, use, and disclose data that they obtain in connection with the Services. This Policy covers *only* how Innovative handles your information. For information about how our Customers handle your information, please refer to the privacy policy of the library or other third party with whom you are dealing directly. By using the Services, you agree to the terms of this Policy.

### **What Information We Collect**

We collect information about you that can be used to identify you (“Personal Information”). The types of Personal Information that we collect vary depending on which Service you are using, and how our Customer has asked us to configure the Service. Personal Information can include, but is not limited to, the following categories of information:

- Your first and last name
- Credentials provided by customers used for support purposes
- Your username, password, and other credentials associated with Innovative-provided services
- If you are a library patron, your library card number or other identifying number, which may include an image of your library card
- Your age or date of birth
- Your contact information, including your phone number, email address, and mailing address
- Information about your proof of residency, which can include copies of a government-issued identification card or other documents that you provided to our Customer
- Information about your use of the Service. For library patrons, this may include, for example, your use of library resources (including locations or branches visited,

history of materials requested, held, checked out, or accessed); your interactions with library staff; your use of other library services; information you provide to facilitate any payments; and any late fees or fines. For Customer personnel, this may include, for example, task lists, interactions with patrons, and information about your use of various applications.

- If you are affiliated with a Customer, information provided to us by the Customer about you, which may include your email address, job title, and other contract information.
- Any other information that you have provided to our Customer or that our Customer has asked us to collect from you.

We also collect Personal Information about you from our Customers and other third parties who share your information with us. This may include information about your library activity or your use of third-party services that are integrated with our Services.

In addition to Personal Information, we also collect other information about your use of our Services (“Other Data”) that, without additional information, cannot be used to identify you. This includes information about your use of our Services, such as time spent on a certain screen, actions taken using one of our Services, or cookie and pixel tag data associated with a particular session. Other Data also may include information about your browser or computing device, such as web log data, IP address, and operating system.

We work with certain third parties to collect Other Data and to engage in analytics, auditing, research, and reporting. These third parties may use web logs or pixel tags, and they may set and access cookies on your computer or device. For example, our Services may use [Google Analytics](#) to help collect and analyze certain information for the purposes discussed in this Policy. You may opt out of the use of cookies by Google Analytics [here](#). We may combine Other Data with Personal Information for any lawful purpose, but we will treat the result as Personal Information.

Depending on the Service we are providing, we may collect Personal Information and Other Data from you in a number of ways. In some cases, we will collect Personal Information and Other Data directly, because we either host the Service or provide it on behalf of our Customer. In other cases, we will collect Personal Information and Other Data only when our Customer provides the information to us or provides us with access to information. If you have questions about how we collect information related to any Service, please contact the Customer who provided you with access to the Service.

## **How We Use Information**

We use Personal Information and Other Data as our Customers direct us, including to provide you with the Service, to provide information to our Customers (including reports and analytics about use of the Service), to accomplish the actions or transactions you initiate through the Service (for example, checking out a book or paying a fine), and for other lawful purposes. In addition, we use Personal Information and Other Data to administer our Customer accounts,

fulfill our contractual obligations, improve our existing products or services, develop new products or services, engage in analytics, comply with legal or regulatory requirements, protect our rights and interests, communicate with you about products or services that may be of interest to you, achieve any other business purpose permitted by law, and to achieve the purposes described in this Policy.

### **How We Share Information**

The information we receive about you through the Services is governed by the contracts that we have with our Customers. However, we do share this information with our own vendors and affiliates as necessary to provide the Services and engage in the uses of information permitted by this Policy. Further, our Customers may direct us to integrate a Service with an offering, software, or application provided by a third party. For example, we may provide information to a third-party payment processor to facilitate the payment of a fine or another payment you make to a Customer. In those cases, we will share Personal Information and Other Data about you with third parties at the Customer's direction.

We also may share information as required by law or requested by a government authority, including in response to a court order, subpoena, or other legal process or government request. Where permitted by law, we will inform our Customers of any request for Personal Information related to their account. We also may use or share Personal Information or Other Data to defend against legal claims; to establish, protect, or exercise our legal rights; or to investigate, prevent, or take action regarding illegal activities, suspected fraud, violations of our terms and conditions, or situations involving threats to our property or the property or physical safety of any person or third party.

In the course of our business, we might sell or buy businesses or assets. In the event of a sale, merger, reorganization, dissolution, or similar event relating to all or a portion of our business or assets, your information may be part of the transferred assets. We also may share information to facilitate the potential or actual financing, securitization, insuring, merger, acquisition, sale, assignment, bankruptcy, or other disposal of all or part of our business or assets.

### **Our Customers' Responsibilities, Your Choices, and Access to Information**

We often do not interact directly with you, or do so only at our Customer's direction. As a result, we rely on our Customers to provide you with notice of this Policy and, where appropriate, to provide you with choices about the Services. If you have questions about your use of our Services, please contact the Customer who has provided you with access—this may be your library, employer, or someone else. We will work with our Customer to address any questions or requests brought to our attention, but we may not interact directly with you.

As noted above, our Services use [Google Analytics](#) to help collect and analyze certain information for the purposes discussed above. You may opt out of the use of cookies by Google Analytics [here](#).

### **Security**

We use commercially reasonable physical, electronic, and procedural safeguards to protect our Services and your information from loss or unauthorized access, use, modification, or deletion. However, no security program is completely secure and we cannot guarantee the absolute security of your Personal Information or Other Data. Please refer to our security policy [here](#).

### **Data Retention**

We retain Personal Information and Other Data for as long as is reasonably necessary to accomplish the uses described in this Policy. For example, we may be required by contract with our Customer or by an applicable law to retain your Personal Information for a set period of time. We may retain aggregated and de-identified information derived from Personal Information and Other Data for longer periods of time.

### **Processing of Data in the United States and Elsewhere**

We process Personal Information and Other Data in the United States and other jurisdictions where the legal protections for personal data vary. By using our Service, you are consenting to the transfer of your Personal Information and Other Data out of the jurisdiction in which you reside. Questions about international data transfers should be directed to the Customer who granted you access to our Services.

### **Customer Contact**

Our Customers may contact us with questions about this Policy or our privacy practices at [Privacy@iii.com](mailto:Privacy@iii.com), or by mail at:

Innovative Interfaces  
5850 Shellmound Way  
Emeryville, CA 94608

In most cases, our agreements with our Customers do not permit us to correct or delete the data of library staff, patrons, or other individuals. Accordingly, please direct such requests to the Customer with which you are dealing directly. We will work with our Customer to address any questions or requests that the Customer raises with us.

### **Updates to this Policy**

We reserve the right to change or amend this Policy at any time. Customers are responsible for reviewing any changes to this policy and providing notice to you. We will provide a revised version of this Policy to our Customers prior to any changes taking effect.

Effective date: September 15, 2017