

The following information outlines the privacy and security policies for customer data and personal information provided to Book Systems, Inc. (hereinafter referred to as “BSI”). Please take the time to read our policy or use the links below to jump to a specific area of interest.

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Our Commitment to Your Privacy

BSI does not knowingly rent, share, or sell your personal account information or data without your consent. We value your privacy, and any information you provide to BSI is considered confidential unless explicitly stated otherwise. To support add-on services for our software, we may occasionally supply limited data to external parties; this usually pertains to your name, organization, and contact information. Note that these partners may have their own privacy policies and will not be covered by BSI’s policy. BSI follows all applicable federal, state, and local privacy laws, rules, and regulations.

How We Collect and Use Information

We collect the following types of information:

Library/School Details - We ask for certain information, including but not limited to the library or school name, branch or district name, staff email address, physical address, phone number, and relevant information system details. Once customers begin using BSI products, we collect information on the software’s usage and keep records of related activities. This information is used to operate, maintain, and support product features and functionality, to analyze and improve our service offerings, and to communicate with staff members when required.

Library Staff - In order to provide software to customers, BSI may have access to some personal information about personnel. End User Data is considered confidential and is not used for any purpose other than to provide services to the Library.

Library Patrons - In order to provide software to customers, BSI may have access to some personal information about patrons. Patron Data is considered confidential and is not used for

any purpose other than to provide services to the Library. Our collection, use, and disclosure of Patron Data is governed by COPPA, CIPA, and FERPA (more details below).

School Staff - In order to provide software to customers, BSI may have access to personal information about staff members. End User Data is considered confidential and is not used for any purpose other than to provide services to the School.

School Students - In order to provide software to customers, BSI may have access to personal information about students. Student Data is considered confidential and is not used for any purpose other than to provide services to the School. Our collection, use, and disclosure of Student Data is governed by COPPA, CIPA, and SOPPA (more details below). In some instances, BSI receives Student Data from the School or designated third parties but never interacts with the student directly. Schools that allow students to access online catalogs or authorized third-party sites are responsible for providing each student with login credentials and obtaining guardian consent before the student is permitted to access the software.

Protection Acts

- **COPPA** (Children’s Online Privacy Protection Act) - BSI does not knowingly solicit or collect any Personally Identifying Information (PII) from children under the age of 13 through Atrium/Booktracks products. The contents of records maintained in the system are under the control of and are the sole responsibility of the client. BSI cannot make the same claim on behalf of any third-party site that may be located through Atrium/Booktracks. The Customer, therefore, agrees to inform and educate patrons under the age of 13 that they should not provide any PII on any third-party sites without the direct involvement and verifiable consent of their parents/guardians.
- **CIPA** (Children’s Internet Protection Act) - In accordance with the Internet safety policy for children under the age of 17, BSI software includes technology protection measures that allow staff to block or filter software access to pictures/content that are: (a) obscene, (b) child pornography, or (c) harmful to minors (for computers that are accessed by minors).
- **SOPPA** (Student Online Personal Protection Act) - BSI will only use “Covered Information” for purposes authorized by the School. This basic identifying information includes but is not limited to student name, parent/guardian name, student and parent/guardian contact information, username/password, student ID number, demographics, enrollment, special indicators, and use statistics.
- **FERPA** (Family Educational Rights and Privacy Act) - BSI acknowledges that certain information pertaining to students over the age of 18 years may be contained in records hosted by Atrium/Booktracks and that this information can also be considered confidential by reason of FERPA. Each customer assumes sole responsibility for complying with all applicable state and federal laws regarding student privacy, including FERPA. BSI warrants that it will not use any information from students’ accounts for any purpose other than servicing the customer, and that it will not disclose such information to any third party except as (a) permitted or required by these Terms of Service, (b) required by law, or (c) otherwise authorized by the customer in writing.

Third-Party Data

BSI Partner Data that can be used for identification include credentials for connecting SIP2 and other devices to partner software, partner-specific credentials for connecting to third-party services, and data extracted from reports to upload to third-party services.

Data: Security, Integrity, and Access

BSI takes all reasonable steps necessary to protect confidential information and prevent such information from falling into the public domain or into the possession of unauthorized persons. We employ appropriate physical, electronic, and managerial procedures to safeguard and secure such information when in our possession.

- Customers may need to provide data or hardware to BSI Technical Support for specific troubleshooting and live data projects. Confidential Information will only be accessed or viewed to successfully implement/convert data, configure operations, and for technical support.
- For BSI's vendor-hosted solution, we assume responsibility of data security and backups for customers when under our control (BSI employees and network infrastructure owned by us). BSI will not be liable for damage or loss resulting from an employee, volunteer, or compromised network belonging to the customer. It is the customer's responsibility to ensure that all end-users have the appropriate permissions designated in the software, have secure passwords and that their computers and the network are kept secure. Customers should contact BSI immediately when a security issue occurs to implement safeguards and recovery steps.
- Unless customers have purchased a BSI vendor-hosted solution, it is the responsibility of the customer to make and maintain adequate backups and secure access to the software. BSI will not be held responsible for lost data not hosted under the contractual agreement.

Authentication Services

Google Authentication - BSI's use and transfer to any other app of information received from Google APIs will adhere to the Google API Services User Data Policy, including the Limited Use requirements.

LDAP Authentication - BSI supports schools using LDAP so students can use the same log-on criteria for the library and other school accounts. BSI will comply with the provisions for the security and confidentiality of institutional data, including staff and student information.

Single Sign-On Services - BSI supports schools using ClassLink, Clever, or Google, so students can use those service credentials to access online catalog accounts. BSI will comply with the provisions for the security and confidentiality of institutional data, including staff and student information.

Billing

BSI collects and maintains certain information from our customers for the purposes of billing. Any billing information provided to BSI is kept confidential and only reported to third-party processors for the limited purpose of receiving payment.

Third-Party Web Sites

The BSI website and software products may contain links to third-party vendor sites. BSI is not responsible for the privacy practices of external sites and End User access is at their sole discretion.

User Forums and Mobile Content

If you participate and post content publicly in forums, through interactive features or other communication channels, you may choose, through such features or otherwise, to submit or post reviews, photographs, videos, questions, comments, suggestions, or other content. Please note that certain information, such as your name, may be publicly displayed along with your user content.

If you use one of our mobile applications, BSI will store patron contact information pursuant to fulfilling Library requests or transactions through the application. BSI does not store any PII for tracking purposes, to share, rent, or sell.

Social Features

These options may permit interactions between product features and third-party websites or services. Examples include enabling you to “like” or “share” content to other sites and to sign in with your username and password for a third-party site. If you choose to share content or to otherwise post information through these features to a third-party site or vice versa, that information may be publicly displayed.

Any information collected by BSI in connection with social features is subject to this Privacy Policy. The information collected and stored by the third party remains subject to the third party’s privacy practices, including whether the third party continues to share information with us, the types of information shared, and your choices with regard to what is visible to others on that third-party website.

Consent to Transfer

If you are located outside of the United States, please be aware that the information we collect may be transferred to and processed in the United States. By using our products or providing us with any information, you fully understand and consent to this transfer, processing, and storage of your information in the United States or a country other than your own, jurisdictions in which the privacy laws may not be as comprehensive as those in the country where you reside and/or are a citizen.

Updates to This Privacy Policy

This Privacy Policy may be updated periodically and without prior notice to reflect changes in information processing practices or for any other purpose. You are responsible for ensuring that we have an active email address for you and for periodically reviewing this Privacy Policy to check for changes.

How to Contact Us

If you have any questions or comments about this Privacy Policy, please contact us by email at policy@booksys.com or by telephone at (800) 219-6571. You also may write to us at Book Systems, Inc., 4901 University Square, Suite 3, Huntsville, AL 35816.