



National Information Standards Organization

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# NISO Privacy Policy

Approved by the NISO Board of Directors on September 21, 2018

The National Information Standards Organization (NISO) is committed to protecting the privacy of the members, participants in NISO's standards development activity, readers and implementers of NISO content, as well as visitors to the NISO website. This goal of this policy is to explain what information is collected through NISO's services and how it is used.

In this policy, "NISO" refers to the NISO staff, board members, interns, volunteers, and consultants. NISO contracts with a variety of third-parties to provide services to our members and the community more broadly.

NISO occasionally provides educational event attendee and member lists to related non-profit organizations for approved marketing purposes on a one-time reciprocal use basis. NISO does not sell or rent website visitor information under any circumstances, nor does it use advertising trackers on its website. Information about member or visitor information may be reported in aggregate either internally or publicly, but individual user data will not be shared externally without prior consent except as compelled by law.

## Information Gathered by NISO's Site

### Logging

For visitors to our website, NISO generally logs requests to our website and performs internal analytical logging for up to five years from when the data was collected.

Circumstances in which NISO may need to log and retain technical information (such as IP addresses, server response information, etc.) for longer than one month (30 days) include when NISO believes it is reasonably necessary for NISO's mission and functionality, including situations such as (but not limited to):

- site testing or improvements
- diagnosis of technical problems
- defending against attacks to the site
- handling a spike in traffic or other abnormal, short-term circumstances
- research projects (in anonymized form) that serve our overall mission of NISO

In those and similar situations NISO will delete the information as soon as it is apparent that the information is no longer needed for the purpose for which it was retained.

### **Cookies**

NISO does not use persistent ID cookies on the NISO site except where a user clicks "login" and are logged in to a personal account. NISO may use session cookies on certain portions of the website. Session cookies expire when you close your browser. Users can use web traffic anonymization tools, such as Tor or a VPN, if they wish to keep their connection information anonymous, but please note that one can still be identified to NISO if she/he logs in.

### **Voluntarily Submitted Information**

NISO collects and retains information voluntarily submitted. It is up to the user (or the user's company) whether to submit information to NISO, and how much information to provide. If a user chooses to create a profile on the NISO system, to use the NISO storefront, meeting registration system, or any of the personalization tools that may exist or may be developed, NISO may ask for identifying information such as the user's name, email address, mailing address and phone number and will retain that information to fulfill those services.

**Online Shopping:** For online shoppers or members, NISO also asks for credit card numbers or other payment information. If a user uses the NISO website tools, they will be asked to provide personal information, such as a shipping address, necessary to complete the transaction. NISO does not store or retain credit card information once a transaction has been processed.

**NISO and Standards Registries:** NISO maintains registries of people and organizations who implement NISO standards or best practices. This information is gathered to facilitate awareness of adopters of particular standards for the purpose of connecting adopters and users of those standards. This submission is voluntary and is not a condition of the use of the standard/best practice. This information is thereafter posted on the NISO website so that others may engage with the adopting organization on applying the standard/best practice. This information is retained until the registering

entity informs us they are no longer complying with a NISO standard or best practice, or until the registry is deprecated or withdrawn.

**NISO and other Mailing Lists:** If a user chooses to subscribe to the NISO free electronic newsletter or any of our other mailing lists, NISO will collect the user's email address, and, if they choose to provide it, additional personally identifiable information. Users may cancel their subscription to these lists at any time.

**Other activities:** NISO may ask for additional personal information, such as name, affiliation, and contact information, when providing feedback or comments, or otherwise communicating with NISO so that we can communicate back to respondents. This information is stored for audit purposes.

Historical information regarding registries, mailing lists, comments on standards, and other communication between users of NISO services may be retained for as long as 7 years for audit purposes.

## **NISO's Use of Information**

In general, NISO uses the information provided by users to further its mission of creating, maintaining and distributing standards and best practices in the community.

**Online Shopping:** NISO uses the information provided through the NISO online shop to fulfill the user's order, provide quality service, and address any problems that might arise. NISO partners with third-parties to fulfill content sales and event registration. Personal data is exchanged with those providers to fulfill those services. NISO may market additional services to customers of previous services.

**Publication by NISO and Partner Publishers:** If a user provides information for publication/distribution (such as articles, reviews, comments, presentation slides, or survey responses, etc.), NISO may use the author's name and contact information submitted to us to provide the author with attribution or summary reporting, if the author agrees to attribution.

**Technical Maintenance:** NISO examines technical information to diagnose problems with or consider improvements to its servers, services, or related technologies, and to administer NISO.org or any other websites NISO may host or publish, which may include user information.

**Other activities:** NISO may run surveys, contests, or similar activities through its

websites. Personal information may be gathered for these activities and will be used only for the purposes for which it was collected, which will be disclosed at the time of collection.

## **Third-Party Service Providers to NISO**

The entirety of the NISO.org site, including specialized content pages and online delivery services, are operated by third-parties, such as standards development support organizations, online content providers, on-demand service providers, search-engine providers, and content aggregators.

From time to time, NISO will use third-party hosting providers, such as cloud hosting services, for example, when the expected volume of traffic is not scalable.

NISO uses third-party event registration and credit card processors. These service providers may place session cookies on your computer. NISO's service providers may also log standard technical information, such as the numerical Internet Protocol (IP) address of the computer a user is using; the browser software being used and the operating system; the date and time the NISO site is accessed; and the Internet address of the website from which the user linked directly to the NISO site. Service providers may also store and organize the personal information collected through this site on NISO's behalf.

For all of NISO's service providers, hosting providers and credit card processors and any other providers NISO may use in the future, the information collected from NISO users remains protected by the contract and terms of our agreements with those providers. NISO expects that those third-parties will ensure that the information is kept confidential and disclosed only to employees who require such access in the course of their assigned duties. However, NISO assumes no liability for the performance of those service providers in their protection of user data.

NISO may change the specific third-party providers from time to time, and will transfer stored information to any new provider subject to similar restrictions and agreements.

From time to time, NISO may work with third-party consultants or other service providers who may have access to personally identifiable information. In such cases, NISO will restrict their use of personally identifiable information in accordance with their assigned tasks.

NISO is not responsible for, and does not have any control over, the privacy practices or

the content of such third-parties.

We encourage users to read the privacy policies of any website visited via links from or interactions with the NISO website.

If NISO were to cease operation, merge with another organization, or otherwise transfer its activities, in whole or in part, to another entity, NISO may transfer data, including personally identifiable information, on its activities, members, and participants to that third-party to continue the mission of the organization.

## **Disclosure of User Information**

While NISO endeavors to provide the highest level of protection for your information, we may disclose personally identifiable information about you to third-parties in limited circumstances, including: (1) with your consent; or (2) when we have a good faith belief it is required by law, such as pursuant to a subpoena or other judicial or administrative order; or (3) when disclosure is required to fulfill a particular NISO service.

If we are required by law to disclose the information that you have submitted, we will attempt to provide you with prior notice (unless we are prohibited from doing so) that a request for your information has been made in order to give you an opportunity to object to the disclosure.

## **General Data Protection Regulation (GDPR) Compliance**

If you are a resident of or are located in the European Economic Area (“EEA”), you may also have certain rights under the General Data Protection Regulation (“GDPR”). Personal data you provide on this website is only collected with your consent, and may be transmitted outside of the EEA to NISO (or computer servers maintained for its benefit) pursuant to that consent.

In general, under the GDPR you may:

- request access to your personal data
- have incomplete or incorrect data corrected
- have your personal data deleted
- suspend or restrict our use of your personal data, or withdraw your consent
- request a copy of your personal data
- complain to a supervisory authority if you believe your rights under the GDPR are

not being respected

Should you request a copy of your personal data, we will supply to you a copy of said data. The first copy will be provided free of charge, but additional copies may be subject to a reasonable fee. Should you request the deletion of your personal data, we will generally do so as soon as practicable, although your right to have your personal data deleted is subject to exceptions, such as, for example, compliance with a legal obligation or for the establishment, exercise or defense of legal claims.

If you consider that our processing of your personal information infringes data protection laws, you have a legal right to lodge a complaint with a supervisory authority responsible for data protection. You may do so in the EU member state of your habitual residence, your place of work, or the place of the alleged infringement.

Contact the NISO Office Manager at [nisohq@niso.org](mailto:nisohq@niso.org) if you have concerns regarding your personal data or wish to exercise any of these listed rights.

Note that, if you are in the EEA, we may transfer your personal data outside of the EEA, including to the United States. By way of example, this may happen if your personal data is transferred to our servers located in a country outside of the EEA. These countries may not have similar data protection laws to the EEA. By submitting your personal data, you're agreeing to this transfer, storing or processing. If we transfer your information outside of the EEA in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this policy.

NISO has requested compliance statements with third-party data providers regarding protection and processing of personal data of NISO participants.

## **Updating or Removing User Information**

As noted above, you may choose to correct, update, or delete the profile information you have submitted to NISO by sending an email requesting changes to [nisohq@niso.org](mailto:nisohq@niso.org). However, please understand that deleted information may continue to persist on backup media or archive records.

## **Changes to NISO Policies**

NISO's Privacy Policy may change from time to time. However, any revised privacy policy

will be consistent with NISO's mission. If any substantive changes are made to this policy, NISO will place notice in the NISO Newsletter and post notice of changes on this page. Insofar as is possible, no changes will be applied retroactively to user information or profiles.

## Security

NISO employs industry standard security measures to protect the loss, misuse, and alteration of the information under its control.

The NISO website and our related service sites use HTTPS by default.

Although a good faith effort is made to store information collected by NISO in a secure operating environment, complete security cannot be guaranteed.

Except as noted, information collected by NISO will be maintained for a length of time appropriate to our operational needs.

## Notice of unauthorized information disclosure

NISO undertakes its best efforts to maintain data security. In the event of a breach of these measures, NISO will inform the affected parties of the breach, the date, the type of breach, and details of the type(s) of data that potentially were exposed.

## Links to external vendors' privacy policies

As noted, NISO utilizes a number of third-party vendors to provide services to our community. Here is a list of the services and privacy policies NISO uses:

Constant Contact	<a href="https://www.constantcontact.com/legal/privacy-statement">https://www.constantcontact.com/legal/privacy-statement</a>
Cvent	<a href="https://www.cvent.com/en/cvent-global-privacy-policy">https://www.cvent.com/en/cvent-global-privacy-policy</a>
Higher Logic	<a href="https://www.higherlogic.com/legal/privacy">https://www.higherlogic.com/legal/privacy</a>
Quickbooks	<a href="https://quickbooks.intuit.com/global/privacy/">https://quickbooks.intuit.com/global/privacy/</a>
Salesforce	<a href="https://www.salesforce.com/company/privacy/full_privacy/">https://www.salesforce.com/company/privacy/full_privacy/</a> <a href="https://www.salesforce.com/company/privacy/">https://www.salesforce.com/company/privacy/</a>
Slideshare	<a href="https://www.slideshare.net/termsfeed/gdpr-privacy-policy">https://www.slideshare.net/termsfeed/gdpr-privacy-policy</a>

Twitter	<a href="https://twitter.com/privacy">https://twitter.com/privacy</a>
YouTube	<a href="https://support.google.com/youtube/answer/7671399?p=privacy_guidelines&amp;hl=en&amp;visit_id=0-636628710807630121-3281954481&amp;rd=1">https://support.google.com/youtube/answer/7671399?p=privacy_guidelines&amp;hl=en&amp;visit_id=0-636628710807630121-3281954481&amp;rd=1</a>