OrangeBoy inc.

OrangeBoy Inc Privacy Policy:

Data Security and Privacy

We take security and privacy very seriously, as we handle more than 100 different libraries' ILS data at current time. The data is stored on our servers for as long as a client is with us to allow them access to backdated historical information. If requested, we can have data removed or deleted from our servers. We have never had any kind of security breach since our formation in 1996.

OrangeBoy employee computers are secured at all times, and firewalled with protected connections. Along with that, any non-Savannah client or cardholder information is stored on a secure cloud platform accessible only to OrangeBoy employees.

Client data is uploaded to Savannah through either a password protected secure ftp or by directly uploading files to Savannah. Once uploaded to Savannah the data lives in Microsoft's Azure cloud platform. Each client's data is stored in a separate database to provide isolation and security between all clients on the system. We also require every Savannah user to have their own account to provide internal security. User accounts are password protected and answering a security question is required to reset passwords. User roles are controlled by internal OrangeBoy employees, or your library's User Administrator, such as allowing a user to send messages or view the data manager. Please contact support if you are unsure of who your user administrator is.

Patron data such as customer or circulation information can only be accessed through three Savannah features: customers, data management, and analytics, all of which are only granted by the User Administrator to library employees to which they are necessary, and internal OrangeBoy employees. Data can only be exported out of Savannah through analytics and the data manager.

Library cardholders are assigned patron IDs within Savannah's database which serve as their primary identifier for another layer anonymity. The Business Intelligence Reports only show unique and total counts of these IDs in relation to general material types such as adult print, or DVDs, allowing circulation and patron data to be viewed and analyzed without invading cardholder privacy.

Savannah Messaging

Savannah messaging must only be used for lawful purposes in compliance with all applicable U.S., state, local, and international laws in your jurisdiction, including Canada's Anti-Spam Legislation, and any other policies and laws related to unsolicited emails, spamming, privacy, obscenity, defamation, copyright and trademark infringement, and child protective email address registry laws.

Savannah automatically prevents messages from going to patrons under the age of 13 by default, to comply with the Children's Online Privacy Protection Act regarding surveys being sent to minors. This setting can be changed by request for non-survey messages, or to send messages to people with no listed age, strictly by request.

All Savannah messages contain an automatic “unsubscribe” link to allow subscribers to remove themselves from further messaging via our platform. It also tracks total unsubscribes, bounces, opens, and clicks for each message. This information is shown as an anonymous overview through our Business Intelligence Reports, or can be further analyzed via the analytics feature for library employees with granted user access, or by internal OrangeBoy employees. Savannah also has an anti-spam default option that prevents messages being sent to the same email address more than once. This option can be turned off by library employees with messaging access.

Third Parties

Except as provided in the contract or by consent of the client, OrangeBoy does not reveal to any third party or make use of for its own benefit any non-public or confidential information submitted by Client to OrangeBoy or Savannah, including non-public or confidential customer list(s) or customer usage data. We do not own or sell client data.

OrangeBoy Inc does implement third party vendor services for additional aspects related to messaging and survey tracking, but these vendors also conform to our privacy policy standards of not selling or sharing any data obtained from clients or customer information outside of our business relationship. In addition, the only information that these third party vendors have access to are either anonymized or already public.