

Who are CLA?

The Copyright Licensing Agency is a not-for-profit organisation set up in 1983 to license the re-use of published works. CLA represents the rights of authors, publishers and visual artists, protecting the value of their creativity and ensuring they are paid royalties for the use of their work. Our copyright licences allow you to legally access, copy and share digital content from publications such as books, journals, magazines and law reports, as well as blogs and websites.

Why are CLA here?

From time to time we carry out royalties data exercises in order to identify whose work is being used under the terms of the licence. This allows us to fairly reward the relevant rights holders, using revenue from the licence fees we collect. However, we are not here to inspect or audit how your organisation uses published material. In fact, our Royalties Officers who collect the data are a friendly bunch!

How We Collect Royalties Data

We use a number of methods to collect data but in the Education sector we currently use a manual system which involves yellow collection boxes. These boxes are placed next to all copying devices and each time someone photocopies or scans CLA content, they are required to let us know. This is done by providing a copy of something which identifies the resource, completing a label which tells us how many pages were used and then posting both items into the yellow box. One of our Royalties Officers will then come to collect it and deliver it to CLA's office for the data to be processed.

FAQs

What does application cost?

Nothing! The app is free of charge as we seek to reduce our paper footprint plus we have a commitment to the Department of Education to help reduce the burden of collecting data.

How is this application installed?

For the initial launch of this application the installation process is being managed by CLA, to register interest in having this application installed please contact: CopyScanPublications@cla.co.uk

What do I need to set up the app?

As stated above for this initial launch of the application the installation process is being managed by CLA, to register interest in having this application installed please contact: CopyScanPublications@cla.co.uk

I want to remove this app from my MFD, how do I do this?

To remove the application from your MFD, please see the Uninstall section of the user guide.

Our MFPs are provided by a third party supplier, not Kyocera themselves. Do we need to ask permission to install the software?

You do not need to ask permission to install this, however if your supplier has turned off USB access or downloads you will need to contact them, or your dedicated IT technician to turn this function on.

Our organisation is very small and we do not have any internal technical support. Will the CLA Royalties Officer be able to help us with the installation if needed?

Yes! The CLA Royalties Officers have been trained to assist licensees so they will be more than happy to help. And if they are unable to do so, there's always someone they can reach who can!

What information do you collect?

All we need to know is what publication was copied or scanned, where it took place, for example the name of the organisation and which device was used, and then the quantities as this determines how much royalties the rights holder would receive (see user guide for more details).

Where does my data go?

All data is sent automatically via secure FTPS data transmission to CLA HQ. The important bit here is 'secure'.

What happens if I send the wrong data/personal data?

Firstly, it's important to remember that you have to choose the CSP button at the start so it's unlikely that this will happen. However, if you are halfway through copying a document and you realise that it contains confidential information you should notify us asap by emailing

Royaltiesdatacollection@cla.co.uk

Upon receiving your email, you will receive a response to confirm receipt and we will endeavour to answer your email within two working days. Thereafter, we will send you a description of what we received along with proof of this information being removed from CLA systems.

We also have stringent checks in place so that if our data team find any document that they believe contains personal or sensitive data we will contact you using the same process as above. You can view our privacy policy [here](#).

Or visit <https://www.cla.co.uk/privacy-policy>

What materials do you provide so that we can ensure everyone in the organisation is aware CLA are collecting data?

We have a range of support resources from information and instruction posters to A5 notices which go on the MFP, as well as a user guide and PPT. These can be provided in both electronic and print formats. Your CLA Royalties Officer may also be available to speak to staff if you are holding an INSET day, for example. Materials can also be provided in bilingual format if needed.

Will this application have any detrimental effect on any other application / software that is running on my device already or on the device itself?

No, this application in no way effects any other application or software that is running on the device or upon the device itself.

I have other questions, who do I ask?

Please contact your CLA Royalties Officer or email: Royaltiesdatacollection@cla.co.uk

Maintenance

If your app does not work, please contact : Royaltiesdatacollection@cla.co.uk