



## Privacy Policy May 2018

### Information that we collect

We store certain personal information about you when you register to join the library. We store this information on our library management system, known as ELMS, which is part of a consortium of NHS library services across the east of England. Membership forms are securely kept once the information has been transferred to ELMS. We will delete the data we hold on you after a maximum 2-year period of inactivity (in case you return to use NHS library and knowledge services again within this time).

In order to ensure that library staff can contact you and easily identify you in the system we store your name, home address, email address(es), phone number, organisation, department, work location, job title and role. This information is added to ELMS on your behalf when you join the library.

Once registered to join the Library, library users are responsible for updating the Library staff with any changes to their contact details so that we can ensure data is kept up to date.

Additional recording and administrative methods will be used to record and process information regarding specific services you use such as document supply, literature searches, training, current awareness and overdues etc.

The Library service has a legal basis for processing your data, as we cannot provide the services without the processing mentioned in this policy.

We will be using the following article from the GDPR (General Data Protection Regulation) in order for us to be able to provide you with our library services

Article 6(1)(e) – this is necessary for our legitimate interests.

### How we use your data

By registering with the Library, you are giving consent for the Library to use your information to contact you about (but not limited to):

- your account, (e.g. items on loan and due for renewal and overdues etc)
- Library services and resources
- the information we hold about you to check it is up-to-date
- your account if it is about to expire.

If you choose to opt-in on the membership form, we may contact you about the Library and Library services (e.g. annual library survey, feedback surveys after specific service provision such as evidence searches and training).

Your information is also used by the library in order to deliver the services that you have requested from us and to enable the Library to facilitate loaning of items, renewals, requests, document supply, historical transactions and statistics.



Statistical, non-identifiable data is submitted to Health Education England annually to report on our activity.

### **Sharing your information with others**

We work with external organisations to:

- store the information held on ELMS
- develop the software and fix bugs
- manage email delivery for things like overdue notices

The external organisations that we work with are:

- **NHS library services based in the east of England**
- **Sirsi Dynix** who are the developers and suppliers of the software used in ELMS
- **Health Education East of England** who fund the subscription for ELMS and work with us and Sirsi Dynix to utilise and develop the system to its potential.

These organisations are provided with access to your information in order to process it for us, based on our instructions and in compliance with our Privacy Policy and any other appropriate confidentiality and security measures.

We will share your information with others where required to do so by law. We will never sell your information to anyone, or share it in a way not described in this notice without your permission.

We want to ensure that your library record can be transferred from one library service to another as you move between organisations or if you choose to borrow books from another library service. In some circumstances, access to your information will be transferred.

### **Information security**

Technical safeguards are in place to help ensure that your data is kept safe and only disclosed to people who are authorised to view it.

We restrict access to personal information to Colchester Healthcare library staff and other partners who need to know that information in order to process it for us (as described above). Staff at these organisations are subject to strict contractual confidentiality obligations.

### **Data Retention and deletion**

User information which is stored on the Library Management System will be kept for as long as you are making use of NHS library services and until your privilege on your library account expires (two years for permanent staff or the relevant contractual period for students and temporary staff). If your privilege expires and there has been no activity on your library account, your account will be deleted. All previous book loans will also be deleted. If you return to the trust after a period of time, you will need to re-register for membership of the library.

You can email the Library to ask to be deleted from our system. If you do not have any items on loan, we will delete your account within 10 working days of receiving your request.



If you request for your account to be deleted and you have items on loan, we will keep your data until items have been returned. After the items have been returned, we will delete your account within 10 working days.

In certain situations (for example, where we have processed your data unlawfully), you have the right to request us to "erase" your personal data. We will respond to your request within 30 days (although we may be allowed to extend this period in certain cases) and will only disagree with you if certain limited conditions apply. **If we do agree to your request**, we will delete your data but will generally assume that you would prefer us to keep a note of your name on our register of individuals who would prefer not to be contacted. That way, we will minimise the chances of you being contacted in the future where your data are collected in unconnected circumstances. If you would prefer us not to do this, you are free to say so.

### **Information Governance**

The system will only store as much information about you as is required, and we will securely destroy any personal information about you when it is no longer of use.

The Library LMS are accessed through web based accounts and/or with the use of a Virtual Private Network (VPN)

We regularly review our compliance with our Privacy Policy and adhere to the UK General Data Protection Regulations, and we will provide you with a new privacy notice when we make any substantial updates.

### **Access your data**

You may log in to our Library system at <https://www.elms.nhs.uk/> (using your username and PIN) to see information about your book loans and reservations. For further information about data we hold about you on our Library system, please contact the library.

### **Contact us**

If you have any concerns related to this privacy policy, or have queries about the use of your personal information, please contact the Library:

Colchester Healthcare Library,  
Colchester Hospital University Foundation Trust,  
Turner Road,  
Colchester,  
Essex,  
CO4 5JL

01206 742146

[chu-ftr.libraryservices@nhs.net](mailto:chu-ftr.libraryservices@nhs.net)