

## North West Anglia NHS FoundationTrust Library Service Privacy Notice Information Sheet

This privacy notice is for North West Anglia NHS Foundation Trust Library Service. To view the Privacy Notice for North West Anglia NHS Foundation Trust please see the Trust's website <https://www.nwangliaft.nhs.uk/>

If you have any questions about this notice, please contact :

Laxton Library at Peterborough City Hospital on Tel: 01733678081 or email [nwangliaft.laxtonlibrary@nhs.net](mailto:nwangliaft.laxtonlibrary@nhs.net) or

Hinchingbrooke Healthcare Library on Tel: 01480 416412 or email [hch-tr.libraryteam@nhs.net](mailto:hch-tr.libraryteam@nhs.net)

### Information that we collect

We store certain personal information about you when you register to join the Library. We store this information on file via registration forms and on our Library Management System, known as ELMS, which is part of a consortium of NHS library services across the region.

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(s), organisation, department, work location, job title and role. This information is added to ELMS 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 notice.

We will use and share your data as described in this notice and in accordance with the Data Protection Act 2018 and the General Data Protection Regulations 2018.

### 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, service developments and events, and to gather feedback from you about the Library and Library services so that we can evaluate our services and gather impact. We may also consult with you about future library developments and our Library strategy. We may also email you if there are changes



to Library opening times over holiday periods, e.g. Christmas and issues relating to library terms and conditions, privacy statements and settings etc. We will also email you periodically to check that the information we have is up-to-date and if your account is about to expire.

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 as well as to our partner organisations with whom we have a service level agreement (SLA) in line with the monitoring requirements within these SLA's. These statistics are also included in the Annual Report which is published on the Library's web pages.

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

Your data will be held on file and on the Library Management System shared with other NHS and partner organisations. Personal data and records of library use will be shared with library staff and may be accessible to library staff at other NHS and partner organisations within the shared library management consortium to enable loans of other libraries' materials etc in accordance with the Data Protection Act 2018 and the General Data Protection Regulations 2018. Your information will also be shared with the organisations that supply/provide and manage our Library Management System, please see below.

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** within the shared library management system consortium
- **Sirsi Dynix** who are the developers and suppliers of the software used in ELMS
- **Health Education England** who fund the subscription for ELMS and work with us and Sirsi Dynix to utilise and develop the system to its potential.

We will share your information with the above external organisations who are provided with access to your information in order to process it for us.

We want to enable the transfer of your record from one library service to another as you move between organisations, or if you choose, enable you to borrow books from another library service within the consortium. In some circumstances, access to your information will be transferred to these organisations as described above.

We may share your information with other departments within the Trust or organisations to which you belong or are affiliated to e.g. university or other partner organisations, in order for us to liaise with your manager/ tutor / HR/ finance etc if we are unable to contact you about overdue items or need to raise invoices for missing books etc.

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.

### **Information security**

We restrict access to personal information to employees of North West Anglia NHS Foundation Trust, 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 (normally two years for permanent staff or the relevant contractual period for students and temporary staff). If your privilege is due to expire, we will activate a process to check if you are still eligible and would like to continue to use the Library. Your information will be deleted if you are no longer eligible/ wish to use the Library or if we do not hear from you. User information may also be removed from the Library Management system when staff names appear on the NWangliaFT's leavers list which is circulated monthly by the Trust's workforce department.

You can contact the Library to ask to be deleted from our system. If you do not have any activity on your account, e.g. items on loan, we will delete your account as requested.

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

(If you have signed a copyright declaration form for articles requested from organisations where this is required, e.g. the British Library, this information about your request and declaration form will be kept for 7 years in line with copyright declaration form retention periods)

### **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.

All information assets held or managed by the Library are registered on the Trust's information asset register.

The Library Management Systems are accessed through web based accounts and/or with the use of a VPN.

### **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 by telephoning the Library during staff hours.

**Contact us**

If you have any concerns related to this privacy notice, or have queries about the use of your personal information, please contact the Library using the contact information above.

We may need to update the Privacy Notice Information Sheet as required and as a result of any changes to systems etc, so please re-visit our website <https://www.nwangliaft.nhs.uk/a-z-of-services/library/> to check it at regular intervals so that you can be kept up-to-date.