

Library users: Privacy and data guideline

Library Services follow Trust Policies in the collection, storage and use of staff and students personal data:

- Data Protection Policy DN341
- Safe Haven Procedure DN334
- Records Management Policy DN260
- Information Security Policy DN470
- Information Governance Policy DN108
- Consent Policy DN306

Library Services registration

During registration, the Library user agrees for the Library staff to reasonably store and use personal data in order to provide them with, and communicate about, library services.

Each new user will complete an online registration form to join library services. Once registered, 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.

How we use your data

If you give your consent to register for library services, we will use your contact information to provide library services and to gather feedback about our services. Registration details will be registered on the Library's Management System to facilitate loaning of items, renewals, requests, historical transactions and statistics.

We will record any requests for services such as literature searches, document supply or training.

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

Library services have a legal basis for processing your data, as we cannot provide the service without the processing mentioned.

Sharing data

In line with the Data Protection Act 1998, the General Data Protection Regulations 2018 and the Trust Policy documents listed above, all personal information held by the Library will be treated as confidential and users' library accounts may only be accessed by Library staff within the East of England or by the user themselves. Please note: we will share your information with others where required to do so by law.

Data is held in accordance with the Data Protection Act (1998) and the General Data Protection Regulations 2018 on the shared NHS library management system and Knowledgeshare system to which this library contributes. User's data is accessible to library staff at other NHS and partner organisations within the shared library management consortium to enable loans of other libraries' materials. Data will not be shared with any other third party.

Data retention

User information (which is stored in the Library Management System and Knowledgeshare system) will be removed when staff names appear on the Trust leavers list which is circulated monthly by Recruitment Services or when expiry dates provided by users are reached. Users who are not on temporary contracts are given a default two year expiry date. If their account has been inactive for this period, then the user will be contacted to confirm if they will continue to be registered as a member for another two years. Expiry dates may only be extended by confirmation from the Library user either verbally or in writing.

Deleting data

Users have the right to ask to be forgotten and have their account deleted.

You can email papworth.library@nhs.net at any time and ask to be deleted from our system. If you do not have any items on loan, we will delete your account within 7 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 the items have been returned. After the items have been returned, we will delete your account within 7 working days.

If you wish for your Knowledgeshare account to be permanently deleted (rather than unassigned on the system), you can email papworth.library@nhs.net and we will delete your account within 7 working days.

Access to your data

You may log in to our library system at <https://www.elms.nhs.uk/> (using your username and PIN) and submit an update of your personal details at any time. You can request a copy of your user record by contacting us by email. You may check the personal data we hold on www.knowledgeshare.nhs.uk (by logging in using your NHS OpenAthens account) at any time.

Information Governance

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

The Library LMS servers are located in the UK and accessed through web based accounts and/or with the use of a VPN.

Contact us

If you have any concerns related to this privacy and data guideline, or have queries about the use of your personal information, please contact papworth.library@nhs.net