

Privacy Notice – Health Library and Learning, Education and Resource Centre

Using your personal information

The information you supply the libraries via your membership form will be used to contact you about services and resources you have requested from the libraries and also to maintain your membership details as up to date and correct, (this use comes under is legitimate interests).

We will share your information with the organisations within Europe that supply and manage the Library Management system and library access card system; and the printing credit top-up system and KnowledgeShare current awareness system if you choose to use them. These systems will hold your name and contact details in order to facilitate lending library materials to users; creation of your library card and to facilitate library access; to allow you to top-up credit for photocopying and printing via an online app or at the library till; and to set up current awareness and other services delivered via these systems. These systems are external, therefore technical support staff from the suppliers have full access to the system in order to maintain and develop them. IT security measures such as firewalls and granulated access management are in place to control this access. The suppliers of the printing credit online top-up system may request other information from you for them to be able to carry out their own legitimate interests.

If you have long overdue books that are not returned to the library we will share your details with Keele University Finance or UHNM Finance departments for official invoicing.

Most library communications will be by email. It is therefore important that you keep us updated of any changes to the contact details you have given us.

We will not use this data to automatically sign up for marketing messages. If you wish to register for any of our additional services you can do this via the libraries' websites.

The University of Keele will be the 'Data Controller' for the personal data we hold about you. The Keele University Data Protection Officer can be contacted at governance.dpo@keele.ac.uk or by post to Data Protection Officer, Governance Department, Keele University, Keele, Staffordshire, ST5 5BG.

Accessing your personal information

You may log in to our library management system at http://keele-primo.hosted.exlibrisgroup.com/primo_library/libweb/action/search.do?vid=44KLE_V1 (using your library account login details) to see data we hold about you. You can request changes to the data or a copy of the data we hold by emailing health.library@keele.ac.uk

Deleting your personal information

We will delete the data we hold **3 months** after your membership expires unless you have outstanding library issues, when we will hold your data for a maximum of **2 years**. For members with any outstanding financial issues we will retain some of your data for a maximum of **7 years** after the date of the transaction.

Article Request and book inter-library loans forms

We keep article request forms a maximum of **7 years** to comply with copyright regulations for the retention of copyright declarations and Keele University standard financial record retention rules. We use anonymised details (e.g. organisation) for statistical purposes.

Literature searches

When you ask for a literature search, we usually store your details for **12 months** to send the search to you and answer any subsequent queries; and to seek feedback on the search

we did for you. After this time the information will be anonymised. We store this information on the form you fill in, on the email you send us to request a search, on a form we fill in on your behalf when you ask us for a search and on our literature searching tracking spreadsheet/system. We use anonymised details for statistical purposes. Usually after 12 months your personal details will be removed from any record of the literature search, but may be retained longer in exceptional circumstances.

Book Suggestions

If you suggest or ask the library to buy a book, we will store your name on our book order spreadsheet for audit and administrative purposes, in order show why we have ordered the book. If you ask to be notified or reserved the item we may also store your e-mail address. We will delete recommendation data from these spreadsheets at the end of the financial year. Paper suggestion for stock forms will be disposed of after 2 years.

Library Survey Responses and Library Impact Questionnaires/Stories

If you enter your name and contact details onto any of our library surveys, we will process that data for the purposes stated on the survey. If you have agreed to us contacting you we will delete these contact details as soon as we have completed discussions with you. The exception to this is if you give us permission to retain your details (e.g. on an impact questionnaire or story) for marketing purposes. Otherwise any comments or feedback you submit will be kept anonymised.

Literature search impact questionnaires will have personal details removed after 12 months.

Training booking records

Training booking records containing personal details are retained for up to 3 years. After this time the data will be deleted/disposed of. Details of Keele staff and postgraduates completing training will be shared with Keele Learning and Professional Development Centre for professional development records to be updated.

Current Awareness Mailing lists / Marketing mailing lists

If you have registered or requested to join a current awareness bulletin mailing list your details will be stored for the purpose of sending out these bulletins. You may request to be removed from the mailing list by emailing the address from which the bulletin was sent to you or the named contact indicated in the bulletin, making clear which bulletin's mailing list you wish to be removed from.

We do not automatically sign library members up to mailing lists – you must do this yourself through the libraries' websites or by contacting the appropriate member of staff who sent out the bulletin.

The exception is where your organisation has created a team group within their organisational address book – in which case we may send a bulletin to the whole team.

Any marketing mailing lists we create from interactions with you e.g. via promotional events where you have voiced an interest in training information will only be done with your permission.

Members who have registered for a NHS Athens account may be contacted about e-resources for which Athens accounts are used to access and associated training sessions only, as per guidance from NICE (overseeing authority for the NHS England Athens access system).

Google Feedburner (used for email alerts from the library blogs and Netvibes current awareness service) - this is a 3rd party system and may be hosted outside of the UK/Europe. Please see the provider's own privacy policy. If you have subscribed to updates from the

library blogs, you can unsubscribe from the email service by using the link at the bottom of the email you receive from Google Feedburner.

KnowledgeShare

If you register for KnowledgeShare your data will be kept in accordance with the KnowledgeShare privacy policy. See

<https://www.bsuh.nhs.uk/library/documents/knowledgeshare-privacy-policy/>

Comments to the library (emails or Comments forms), and library enquiries

Comments sent into the library are stored for 2 years along with any responses we have sent you. Comments are stored in paper format, or where you sent them in via email – in the email system. If a comment or enquiry is submitted via Keele University's Campus Library email address it will also be stored within Keele University's enquiry management system TopDesk, for current year and 6 complete calendar years (duration determined by Keele University IT Services department).

Library enquiries emailed directly to the libraries' main email addresses will be deleted once the matter is dealt with/resolved or after a maximum of 3 years if we feel there may be further action relating to the enquiry.

Using the Health Library Online Forms

Data entered via the Health Library Online Forms is collected using software Lime Survey. The data captured by the forms, including any personal data such as name and contact details, is stored on Keele University servers. This data, including any personal data, will be held on the servers until the end of the calendar year. This is to aid any maintenance and fault investigations. At the end of the calendar year relevant data, but not including personal data, will be retrieved to collect activity information about the use of the forms. The data, including personal data, on the server will then be deleted. Data used to carry out the functions above will be covered by the data retention policy for those functions.

Your rights under General Data Protection Regulations

Information on a full list of your rights under General Data Protection Regulations can be accessed via the Information Commissioner's Office website <https://ico.org.uk/>

Changes to this Privacy Notice

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.