Library Privacy Notice

Using your personal information
We are committed to safeguarding your information. The information you supply will be used to contact you about services or resources you have requested from us. From time to time, using the personal data you have supplied, you may be contacted for feedback about the services we provide and/or to inform you about our other services. The Library needs to collect and retain certain types of data, in various formats, about its current and past users in order to fulfil its functions as a provider of library and information services. This is in compliance with the GDPR and Data Protection Act 2018 and with Trust policies.

Sharing your personal information
We will share your information with the organisation (Soutron) that supplies and manages our library management system. We will also share some of your information with other NHS library services, as part of any shared service arrangements. We may also share your information with the Trust’s Finance Department for invoicing for unreturned/damaged loan items.

Why we collect data
The purposes for which the Library may process your personal data collected during your membership of the Library include:
- the management of library accounts: for example, issuing, return and recall of loans;
- promotion and service changes: for example, to inform you of changes in opening hours;
- personalisation of services which might be of particular use to you (current awareness services).

How your data is managed
Your data is held securely and is accessed only by Library staff who need to see it in the performance of their duties, and proportionately to those duties. Your data is held for appropriate periods relating to the original purpose of their collection. For example:
- Borrowing and other account data are held for two years after your library membership expires, unless there are outstanding invoices or matters relating to a breach of Library regulations. In such circumstances relevant data may be held for a minimum of six years from the last action on the case.
- Copyright declarations signed by you are held for a minimum period of six years and one day.

We will delete the data we hold on you after a 2-year period of inactivity (in case you return to use NHS Library and Knowledge Services again within this time).

Storing & accessing your personal information
The personal information you supply to us will be added to our library management system (Soutron). The system holds your data securely and can only be viewed by library staff who have a password to access the system. For further information on how your information is used and stored securely, or to access and/or amend it, please contact us.