



TRFT Library & Knowledge Service (LKS) Privacy Statement:

The Library Management System (LMS), Document Supply System (DSS), Enquiry and Training Databases are made available by the Trust Library and Knowledge Service for use in the organisation and we are committed to protecting the privacy of people who use our systems. This statement lets you know what personal information we collect, how we use it and how we safeguard it.

The LMS, DSS, Enquiry and Training Databases are used by the Library for the following:-

1. to record contact details of registered Library and Knowledge Service members
2. to enable document supply to members
3. to send notifications about overdue books
4. to record training bookings and send reminders about training and feedback questionnaires
5. to record details of literature search requests so we can process and respond to requests and follow up enquirers to gather data on the impact of our services which is a requirement of Health Education England.
6. to report on usage and membership to TRFT, our contracting organisations and Health Education England.
7. to share knowledge and promote services and resources
8. to store user preferences in relation to alerting services
9. to respond to general enquiries.

Any information you share with us, including email address and other contact details, is deemed as 'personal data', under the General Data Protection Regulations (GDPR) and Data Protection Act 2018 and Records Management Code of Practice for Health and Social Care 2016. We must follow these principles set out in the regulations when processing your personal information.

As you use the LKS, we want you to be clear how we're using information and the ways in which you can protect your privacy.

Our Privacy Statement explains:

- What information we collect and why we collect it.
- How we use that information and how we store it.
- The choices we offer, including how to access and update information.

Information that we collect

In order for you to become a library member we store your name, home address, email address(es), phone number(s), library membership number and PIN, organisation, department, work location, job role, educational establishment and university registration number (if a student member).

This information is used to allow you to borrow books and resources, to request books and journal articles, to submit requests for literature searches and to book on training courses. It also ensures we can contact you and easily identify you in the system.

This information will be added by us, at your request and on your behalf.

Sharing your information with others

We work with external organisations to:

- store the information held on the LMS (ISOxford).
- develop the software and fix bugs.

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 Statement and any other appropriate confidentiality and security measures.

We will only 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.

What we do with your information

We will email you in order to communicate with you about services you have requested or where we consider sharing specific current awareness would be beneficial to you.

We may transfer your contact information from the LMS to another electronic library management system in order to communicate with you about services that you request such as current awareness, literature searching and training.

Accessing and updating your personal information

You have the right to ask for a copy of any personal data we hold about you, update your personal data or be removed from our systems by emailing rg-h-tr.libraryhealthcare@nhs.net.

You may log in to your NHS OpenAthens account to see the data we hold about you <https://my.openathens.net/my/account>. You can request changes by emailing rg-h-tr.libraryhealthcare@nhs.net.

Information security

Technical safeguards, such as firewalls and antivirus software are used to help ensure that your information is kept safe and only disclosed to people who are authorised to view it. We back-up your data daily and we review our information collection, storage and processing practices, including physical security measures, to guard against unauthorised access to systems.

We restrict access to personal information to employees of TRFT Library and Knowledge Service and other partners who need to know that information in order to process it for us (as described above). Staff and our partners at these organisations are subject to strict contractual confidentiality obligations. We will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information.

Information you submit online, or share with us by email, can never be 100% secure. Any information you share in this way is communicated at your own risk. Please see our [website privacy policy](#) and the [WordPress privacy policy](#) for our newsfeeds.

Deleting your information

For TRFT staff we will keep your information for as long as you are employed by TRFT, unless you request that it is removed. If you have not used the Library and Knowledge Service for three years we will contact you to see if you want to remain a member. If we don't hear from you we will remove your details.

For NHS users not employed by TRFT and public health staff we will store your information for three years unless you cancel your membership. At the end of that time we will automatically check whether you want to continue your membership for another three years.

Records on our enquiry and training databases are deleted after three years.

For non NHS users we will store your information for two years unless you cancel your membership. At the end of that time we will automatically check whether you want to continue your membership for another two years.

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

Compliance and cooperation with regulatory authorities

We regularly review our compliance with our Privacy Statement and adhere to the UK General Data Protection Regulations and the Data Protection Act 2018 and related national or local policies.

Contact us

If you have any concerns related to this privacy policy, or have queries about the use of your personal information, please contact us library.healthcare@rothgen.nhs.uk
LKS Privacy Policy GDPR 2018: May 2018 (amended January 2019).