

Newcomb Library Privacy Notice

This notice sets out how we collect, use and protect any information about you (personal information or personal data) which we may obtain in the course of our operations.

For all personal information we hold we undertake to:

- Tell you about how your data is used, either at the time we collect it (if we collect it directly from you) or as soon as is practical afterwards.
- Keep it securely and make it available only to those within the organisation who need to see it. We will only share your information with others when 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.
- Respect your rights over your personal data.
- Inform you about major changes to this policy.

Our Library Management System is Heritage, which is provided by ISOxford, a British company. Both we and they are committed to protecting the privacy of people who use the system.

Heritage is used by Newcomb Library staff for the following:

- to record contact details of registered members
- to record book loans, renewals and returns
- to send notifications about overdue books
- to report on usage and membership

If you have any questions about this notice please contact at

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, Heritage PIN, organisation, department, job title and job role.

This information is used to allow you to borrow books from us. It also ensures we can contact you and easily identify you in the system.

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

Sharing your information with others

We work with ISOxford to:

- store the information held on Heritage
- develop the software and fix bugs

ISOxford are provided with access to your information in order to process it for us, based on our instructions and in compliance with our Privacy Policy and any other appropriate confidentiality and security measures.

What we do with your information

We will email you in order to communicate with you about books you have borrowed from us and services you have requested.

If you have opted in, we will also email you occasionally to ask for feedback and to keep you informed about events, training opportunities and other library news.

We may transfer your contact information from Heritage to another system in order to communicate with you about services that you request, such as KnowledgeShare (current awareness and literature searching), OpenAthens and document supply.

Accessing and updating your personal information

You may log in to our library management system at (using your Heritage Reader Code and PIN) to see some of the data we hold about you and your book loan history. To request full details of the data we hold about you, or to update your data please contact us at huh-tr.newcomblibrary@nhs.net

Information security

Data is stored within the UK.

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.

Heritage is backed-up daily by the supplier, ISOxford, 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 the Newcomb Library 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.

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.

Deleting your information

We will keep your information for as long as you are making use of the Newcomb Library and for a further three years after you have left the organisation (in case you return to using the services after a break). The system 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 Policy and adhere to the UK General Data Protection Regulations.

Your rights over your information

You have the right to:

- Have a copy of the personal information the Newcomb Library holds about you.
- Correct inaccurate information or have incomplete information completed.
- Have your data erased ('right to be forgotten' or 'right to erasure') in certain circumstances.
- Data portability – have your information supplied in a commonly used format and transmitted to another organisation.
- Object to the processing of your personal information.

Further information on these rights can be obtained from the Information Commissioner's website at: <https://ico.org.uk/>

Contact us

If you have any concerns related to this privacy policy, or have queries about the use of your personal information, please contact huh-tr.newcomblibrary@nhs.net