Privacy notice for users of Buckinghamshire Healthcare NHS Trust
Library Service

1. Introduction

We are committed to safeguarding your information. The information you supply will be used to contact you about services or resources that you have requested from the Library Service at Buckinghamshire Healthcare NHS Trust. We will keep and use it to enable us to administer library services effectively, lawfully and appropriately. This privacy notice is supplemental to the main Trust Privacy / Fair processing notice and specifically applies to all staff and students who are members of the library or use any of our services.

2. What personal data we collect and what we do with it

We collect personal data in order to deliver library services for work or study purposes. This is so the library staff can readily identify and contact you in relation to any resources or services you have requested from us. We will only ask for data that is necessary to deliver our services and send important information about any changes to our services or resources that may affect you. It may also be used anonymously to collect library activity data for reporting and benchmarking purposes. In some instances we may contact you for feedback about our services to help us deliver improvements and to demonstrate the impact of what we offer.

The exact data we collect depends on the type of service that is provided and supporting software used but generally includes the following:

Name
Organisation
Job Title
Department
Work location
Email address (personal or work depending on your preference)
Phone number (personal or work depending your preference)
Open Athens ID

It may also include details of articles, books, other resources or literature searches or you have requested, library-related training you have attended, current awareness services you are subscribed to or any surveys we have set up for you.

For students on placement, we may also need details of your course, university and the name of your supervisor. This is to help us trace any outstanding items on loan following the end of your placement.

Depending on the services you use, the data will be stored on the Library Management System, Winchill Interlibrary Loans System, Knowledge Share or departmental spreadsheets.
The library at Stoke Mandeville Hospital has a CCTV camera for the security of the library space and for those using it. The images are kept only for a limited time and the data will only be shared if necessary for example in the event of theft.

3. Who can see my data?

Most of the time the data we hold about you is only used by the Library team. We may also share your data with other library services if you move organisations. Library training attendance may be shared with the Trust’s education team. In rare instances we may need to share data about books you have borrowed with relevant Trust departments such as finance in order to recover outstanding books.

In addition, we use a couple of systems for which the data may be accessed by other NHS library services and system administrators. These systems have separate privacy policies

- SWIMS Library Management System – this is a shared system for managing library membership and book loans
- Knowledge Share – online system for setting customised current awareness alerts

These policies are available from [http://buckshealthcare.nhs.libguides.com/library/usingthelibrary](http://buckshealthcare.nhs.libguides.com/library/usingthelibrary)

4. Lawful basis for processing specific types of information

<table>
<thead>
<tr>
<th>Data</th>
<th>Sharing and usage</th>
<th>Lawful basis for processing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your name, job title, department, employing organisation</td>
<td>Used by Library team to create a library membership record on our systems.</td>
<td>Public domain (6(1)e) – No opt out</td>
</tr>
<tr>
<td></td>
<td>May also be used by library staff at other NHS Trusts if you move to a different organisation in order to transfer membership.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Also used by Library team to run anonymised reporting on Library activity</td>
<td>Legitimate interest (6(1)f) – No opt out</td>
</tr>
<tr>
<td>Your phone number, email addresses, physical work address</td>
<td>Used by Library team to communicate with you in relation to the status of your book loans, library membership status and services that you have requested including requesting evaluation of those services.</td>
<td>Legitimate interest (6(1)f) – No opt out</td>
</tr>
<tr>
<td></td>
<td>May also be used by library staff at other NHS Trusts if you move to a different organisation in order to transfer library membership.</td>
<td>Legitimate interest (6(1)f) – No opt out</td>
</tr>
<tr>
<td><strong>Your OpenAthens ID</strong></td>
<td>Used by the Library team to keep your OpenAthens account active and to help with renewals and forgotten passwords.</td>
<td>Legitimate interest (6(1)f) – No opt out</td>
</tr>
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<tr>
<td></td>
<td>Also used by Library team to run anonymised statistical reporting.</td>
<td>Legitimate interest (6(1)f) – No opt out</td>
</tr>
<tr>
<td></td>
<td>May also be used by library staff at other NHS Trusts if you move to a different organisation in order to transfer your account.</td>
<td>Legitimate interest (6(1)f) – No opt out</td>
</tr>
<tr>
<td><strong>Your requests for books and articles</strong></td>
<td>Used by Library Team to source, obtain and/or loan items that you have requested. This includes anonymously reporting on Library activity.</td>
<td>Legitimate interest (6(1)f) – No opt out</td>
</tr>
<tr>
<td><strong>Your requests to access additional resources e.g. exam revision tools, anatomy app</strong></td>
<td>Used by Library Team to keep track of licenses issued to individuals. May be shared with Director of Medical Education to ensure fair allocation to resources.</td>
<td>Legitimate interest (6(1)f) – No opt out</td>
</tr>
<tr>
<td><strong>Your requests for literature searches</strong></td>
<td>Used by Library Team to manage provision of the literature search service in order to answer your requests for evidence. This includes anonymously reporting on Library activity.</td>
<td>Legitimate interest (6(1)f) – No opt out</td>
</tr>
<tr>
<td><strong>Your evaluation of literature search results and other library services</strong></td>
<td>Used by Library Team to monitor the quality of the literature search service (and other library services) and demonstrate impact. Your responses will be used anonymously unless you give consent (see below)</td>
<td>Legitimate interest (6(1)f) Opt out. You can choose not to provide evaluation of your evidence search results. You can have your evaluation removed by making a request to library staff</td>
</tr>
<tr>
<td></td>
<td>External stakeholders of your LKS. Used to demonstrate impact more convincingly by providing your name, job title, organisation and department alongside your evaluation.</td>
<td>Consent (6(1)a) Opt-in. Permission for sharing is asked when your register your feedback. It cannot be withdrawn once given because quotes may already have been used and distributed via external publications.</td>
</tr>
<tr>
<td><strong>Your attendance at skills sessions</strong></td>
<td>Used by the library team to manage provision of skills sessions. The booking system is managed by the Education Team so information about your attendance may be shared with them depending on the training delivered. It also includes anonymously</td>
<td>Legitimate interest (6(1)f) – No opt out</td>
</tr>
</tbody>
</table>
Your evaluation of skills sessions

Used by the Library Team to monitor quality of skills sessions and demonstrate impact. Your responses will be used anonymously unless you give consent (see below).

Legitimate interest (6(1)f)
Opt out. You can choose not to provide evaluation of your skills sessions. You can have your evaluation removed by by making a request to the library team.

External stakeholders of your Library Service

Used to demonstrate impact more convincingly by providing your name, job title, organisation and department alongside your evaluation.

Consent (6(1)a)
Opt-in. Permission for sharing is asked when you register your feedback. It cannot be withdrawn once given because quotes may already have been used and distributed via external publications.

Your requests for surveys to be set up in software such as Survey Monkey

Used by the Library Team to communicate with you about current or past surveys you have requested.

Also used for anonymously reporting on library activity.

Legitimate interest (6(1)f) – No opt out

Your requests to receive current awareness bulletins

Used by the Library Team to send you subject specific bulletins to help you keep up to date.

Also used for anonymously reporting on library activity.

Consent (6(1)a)
Opt-in. Select option on form or email requesting to be added to list. You can choose to unsubscribe at any time by clicking on the link inside the email or contacting the library team.

Knowledge Share

Please see separate privacy policy

5. How long is the data retained?

Your data is kept for as long as you are a library member. If you cease to be an active member we will delete your data a maximum of two years after you have ceased to be active, or sooner if you inform us that you wish us to delete it. We securely destroy any personal data about you when it is no longer of use.

For our literature searching service, we will keep your data for 3 years so that we can refer back to the search results and we will keep training records for 2 years.

6. Online resources and communications

6.1 Using Library enquiry services or those requiring an online form.
We use electronic forms to gather personal information for purposes directly related to a service for example, requesting interlibrary loans or literature searches. Email enquiries to general Library email addresses or individual members of staff may also include personal information. The information collected will only be used in relation to that service or purpose for which it was given.

6.2 Using Library Management Systems to manage e-resources

The library manages its online resources using OpenAthens and Libguides produced by Springshare. In using any of these, there will some data which is stored and used depending on the service being accessed. A list is provided below of the key tools with links to each of their specific privacy policies:

OpenAthens [https://openathens.org/privacy/](https://openathens.org/privacy/)
Springshare - [https://springshare.com/privacy.html](https://springshare.com/privacy.html)

6.3 Using third party databases to access resources

The library subscribes to a number of third party resources to enable you to access information to support your work and/or study. If you choose to use these resources, you may be asked to create a personal account in addition to your NHS OpenAthens account. Please note that these 3rd party resources will have different privacy notices and the Trust strongly advises that you read any privacy notice before engaging with Third party services.

6.4 Links to Other Sites

The Library website and related components may contain links to other external web sites. We are not responsible for the privacy policies or practices of third party sites. If you follow a link to any other sites, please note that such sites have their own privacy policies and that we do not accept any responsibility or liability for their policies. Please check their policies before you submit any information to such sites.

6.5 Cookies

Many websites place cookies whenever a user visits their site, in order to track traffic flows. Cookies are text files, which identify your computer to the server. Some of the Library websites may use cookies as part of providing an enhanced service to you.

7. Accessing your personal information: your rights

You may log in to our library management systems at [www.swims.nhs.uk](http://www.swims.nhs.uk) (using your library membership number) or at [www.knowledgeschare.nhs.uk](http://www.knowledgeschare.nhs.uk) (using your NHS OpenAthens account) to see the data we hold about you. You can also view your OpenAthens account details from [https://openathens.nice.org.uk/Auth/Login](https://openathens.nice.org.uk/Auth/Login)

You have the right to ask us for a copy of any personal data we hold about you, to require us to correct any mistakes, place any restrictions on processing your data, to be removed from our systems and to have your data ported. Though in some cases we may not be able to provide your requested service where the information processing is an integral part of the service. We will tell you if this is likely to be the case.

You can request changes by emailing [bht.library@nhs.net](mailto:bht.library@nhs.net)
Please refer to the main Trust privacy/fair processing notice for a full list of your rights under GDPR. You can also find out more from the Information Commissioner’s website https://ico.org.uk/for-organisations/

8. Your Data Abroad

We do not transfer or process data outside the European Economic Area unless we have your specific consent or where the nature of the processing requires it (for example, because you have chosen to use an email or other communications service which routes data outside the EEA).

9. Queries or concerns

Any concerns or queries about this privacy policy should be sent to Sarah Lewis, Library Services Manager and Information Asset administrator for the library - sarah.lewis23@nhs.net

Last update: May 2018