

East and North Hertfordshire NHS Trust Library & Learning Resources

Privacy Policy

If you have any concerns related to this privacy policy, or have any questions about the use of your personal data, please contact librarylister.enh-tr@nhs.net or telephone 01438 285520.

The General Data Protection Regulation 2018 (GDPR) governs how we take care of your information which we hold about you. The first principle of the Act is that your personal information must be processed fairly. We have an obligation to let you know how we will take care of the information about you and what we will use it for.

The East and North Hertfordshire NHS Trust library management system (Sirsi Dynix Symphony WorkFlows) is used to:

- record contact details for the purposes of loaning of library stock
- record loans of stock to users
- send notifications to users about their loans and library account
- send notifications to users about library events and to gather feedback about library services.
- provide management information for library staff on usage and membership

This privacy policy explains:

- what personal data we hold about you on WorkFlows and why we hold it
- how you can find out what data we have, and have that data updated or deleted
- who may have access to your data
- how your data is processed and stored
- how long your data is retained
- how you can request that we stop contacting you about your library membership and loans

What personal data we hold about you on WorkFlows and why we hold it

In order that library staff can contact you and easily identify you in the system, we store your name, work and/or home postal address, email address(es), phone number(s), organisation, department, job title/role, and course and academic institution where relevant. This information is added to WorkFlows on your behalf when you join the library.

How you can find out what data we have, and update that data

You can log in at www.elms.nhs.uk (using the library User ID and PIN on your library card) to see limited data that we hold about you. To see full data or to request changes please contact us at librarylister.enh-tr@nhs.net

Who may have access to your data

Your data is accessible to NHS library staff in the East of England who use the Sirsi Dynix WorkFlows system to manage library stock and loans and to manage loans of other libraries' materials. Your data is also accessible to Health Education East of England staff who fund the subscription for Sirsi Dynix WorkFlows and who work with us to utilise and develop the system to its potential. In addition your data is accessible to the system supplier and system manager who provide and manage the library management system. Staff at all organisations work in compliance with our Privacy Policy and any other appropriate confidentiality and security measures.

We will share your data with others where required to do so by law. We will never sell your data to anyone, or share it in a way not described in this notice without your permission.

How your data is processed and stored

Your data is added to WorkFlows by us, at your request and on your behalf. You complete a membership registration form, and then we input the data on the form into the library management system. If you notify us of a change to your data, we update the system accordingly. Your data is stored within the EU. Technical safeguards such as firewalls and antivirus software are in place to help ensure that your data is kept safe and only disclosed to people who are authorised to view it.

How long your data is retained

Your data is kept for as long as you are an active library member, i.e. borrowing books and/or requesting journal articles. 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 required.