

Midlands Partnership Foundation Trust Library and Knowledge Services (LKS) Privacy Notice

1 Introduction

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. This page lets you know what personal information we collect, how we use it and how we safeguard it.

Our Privacy Policy explains:

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

It doesn't cover records covered by Trustwide policies and processes. If you have any questions about the policy please [contact us](#).

2 General Privacy Information

You may contact the library by e-mail, telephone or in writing to see the data we hold about you.

2.1 Legal grounds for processing

Unless otherwise stated, we process the personal data you supply to us for the purposes of delivering library services that you have requested from us ('legitimate interests').

2.2 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. Any data transferred via email is encrypted if not sent via NHS email. 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 MPFT Library and Knowledge Services and other partners who need to know that information in order to process it for us

(as described below). 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.

2.3 Compliance and cooperation with regulatory authorities

We regularly review our compliance with our Privacy Policy and adhere to the UK General Data Protection Regulations.

We will 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.

2.4 Your rights over your information

You have the right to:

- Have a copy of the personal information the MPFT 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.
- Object to the processing of your personal information.

2.5 Contact us

If you have any concerns related to this privacy policy, have queries about the use of your personal information, or want to ask for a copy of the personal information the library holds about you, please contact library@mpft.nhs.uk

3 Library Registration forms and membership records

The library holds the information that you supply when you register with the library in our library management system (LMS) called Heritage. The LMS is used by the Library and Knowledge Service for the following:-

1. to record contact details of registered library members
2. to administer book loan services, including New Book e-mails
3. to keep a record of which books you borrow
4. to send notifications about overdue books
5. to report on book loan usage
6. to keep you up to date on library services

3.1 Information that we collect

In order to administer our book loan services, we store your name, home address, email address(es), phone number(s), library membership number, LMS PIN, organisation, department, work location, contact details and job role.

We use this information to allow you to borrow. It also means we can contact you and follow up any unreturned books.

If you choose to receive New Book e-mails, we store details of the topics you have told us you are interested in. This information will be added by us, at your request and on your behalf.

If you choose to receive book return reminders by text message, we will store your mobile phone number and use it for this purpose.

3.2 Sharing your information with others

We work with external organisations to:

- Maintain the LMS

The LMS provider, IS Oxford, has occasional access to the LMS at the library's or Health Informatics Service's request in order to carry out maintenance and troubleshooting, based on our instructions and in compliance with our Privacy Policy and any other appropriate confidentiality and security measures.

We share information with the Trust Finance department when necessary so that they can invoice you if you haven't returned a book following three reminders, or if you have asked to be invoiced for a book. We keep details of invoice requests (including your name, home address and books borrowed) until you've paid the invoice or returned the book(s), we have agreed to cancel the invoice or for a maximum of two years.

3.3 What we do with your information

We will email you in order to communicate with you about services you have requested. We will also email you occasionally to ask for feedback specifically about the book loan service or about library services including the book loan service.

3.4 Accessing and updating your personal information

We update the information we hold about you when you let us know that your details have changed, or when we are notified that these details have changed. We will contact you at least once every two years to check that you still want to belong to the library and to invite you to update any details that may have changed.

Unless you complete a new registration form, we only update your details on our LMS. We keep either the paper form or a copy of the electronic form that you filled in to join the library solely as a record of your signature agreeing to the library's terms and conditions and to the use of your personal data. We do not update this form with any future changes to your personal details.

3.5 Deleting your information

We will keep your information in electronic form for as long as you are making use of NHS library and knowledge services and until May of the following financial year should you leave the organisation or not renew your membership. We keep your registration form for up to two years after your library membership has expired as a record that you have been a library member, in case of any queries that may arise.

4 Article Request forms

We keep article request forms that need a signed copyright declaration for six years and a day to comply with copyright legislation. We may share these forms, or data from these requests, with the Copyright Licensing Agency or any other agency with the legal right to see these records, to show we comply with copyright legislation.

We keep requests and forms that do not need a signed copyright declaration for up to two years for administrative and audit purposes.

We use the contact details you provide when you request an article to administer our Article Request service. We use anonymised details (e.g. occupational group, division) for statistical purposes.

5 Literature searches

When you ask for a literature search, we store your name and contact details for administrative purposes (to send the search to you and answer any subsequent queries); and to seek feedback on the search we did for you. Where we store this information depends on how you ask us for the search. We store this information on the form you fill in, on the email you send us to request a search or on a form we fill in on your behalf when you ask us for a search. We include your name and details of your search request on the literature search template that we use to send you your search results. We use anonymised details (e.g. occupational group, division) for statistical purposes.

We keep literature search request forms until the end of the following financial year for audit purposes. These hold details of your search and your contact details. We store search results (including your name and search topic) in electronic form until the end of the

following financial year for audit purposes. We may store search results for longer in anonymised form. We do not share personal data from our literature search service outside the library service.

6 Keeping Up to Date Services

When you fill in an online or paper form to sign up to any of our Keeping Up to Date services, we keep the forms for up to six months for audit and administrative purposes. We collect your e-mail address and bulletins you want to subscribe to and store these for administrative purposes, to allow us to send you the bulletins of your choice.

Where you ask to be sent forwarded e-mail updates, we store your e-mail address and choice of updates on a spreadsheet on a Trust network drive. We delete your data from this spreadsheet as soon as you ask to unsubscribe from the service, or we find out that you have left the Trust. Otherwise, we update your email address and preferences when you tell us that they have changed; or when we find out that they have changed (e.g. an e-mail comes back as undeliverable).

When you sign up to a Be Aware bulletin, we enter your e-mail address into the external Feedburner service for each bulletin you ask to receive. You then receive an e-mail inviting you to complete the subscription process. Feedburner is covered by the [Google Privacy Policy](#). Feedburner e-mails give you an option to unsubscribe. If you do not complete the subscription process, the library will delete your e-mail from Feedburner between one and four months after the date of the initial e-mail.

If you ask for a tailored update, the library will store your name, e-mail address and details of the subject you want to receive the search on, in a Word document. We use this data to send out the updates. We will check that you want to continue to receive these e-mails at least every two years.

7 Book Suggestions

If you suggest or ask the library to buy a book, we will store your name on our book order spreadsheet for audit and administrative purposes, to show why we have ordered the book. If you ask to be notified when the book has arrived, we may also store your e-mail address or other contact details if you have asked us to use these. We will delete recommendation data from these spreadsheets at the end of the following financial year.

8 Library Survey Responses and Library Use Impact Stories

If you enter your name and contact details onto any of our library surveys, we will process that data for the purposes stated on the survey. This will usually be to contact you to follow up on information that you have provided, or to enter you into a prize draw. In the case of

names entered into prize draws, we will delete the names and contact details from the data as soon as we have held the draw. In the case of contact details you have provided because you are happy to discuss your use of the library further, we will delete these contact details at the end of the following financial year. These details may sometimes be held on survey platforms external to the library such as Survey Monkey or Smart Survey.

If you provide personal details such as name and job role as part of supplying a case study or story about how you have used the library, we will only include these in the case study if you give us written permission to do so, usually by e-mail. We will delete case studies, or retain them in anonymised form only, at the end of the fifth complete financial year after the case study was written.

9 Out of Hours Access records

If you ask to have out of hours access at Redwoods library, we will keep the form you sign including your name and signature until your library membership record has expired and has been deleted (July of the following financial year).

10 Training Session records

If you come to a library training session, we will store your name, contact details and e-mail address so that we can notify you of any changes to the session or contact you with any queries beforehand. After the session we will keep your first name and e-mail address to send you a survey. We will keep these details for up to six months after the session before we delete them.

11 Book Trolley loans

If you borrow a book from the library book trolley, either when it visits a ward or in the library, we will store your name and ward or department on a spreadsheet (and paper record if you borrow the book on the ward) along with the name of the book you've borrowed. We'll keep these details for up to six months after you've borrowed the book, unless you ask us to delete them straightaway when you return the book.