

## Exeter Health Library Privacy Policy

The Library Management System (LMS) is made available by Royal Devon & Exeter NHS Foundation Trust, in partnership with the University of Exeter and we are committed to protecting the privacy of people who use the system. This page lets you know what personal information we collect, how we use it and how we safeguard it.

The LMS is used by the Library and Knowledge Service for the following:-

1. to record contact details of registered LKS members
2. to enable document supply
3. to send notifications about overdue books
4. to report on usage and membership

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 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.

If you have any questions about the policy please [contact us](#).

### 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, LMS PIN, organisation, department, work location and job role.

This information is used to allow you to borrow books and to request books and journal articles. 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
- 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 Policy and any other appropriate confidentiality and security measures.

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.

## **What we do with your information**

We will email you in order to communicate with you about services you have requested.

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.

## **Accessing and updating your personal information**

You may log in to our library management system at <https://lib.exeter.ac.uk/patroninfo> (using your Library Card number and PIN, or Exeter IT login if you UoE staff or student member) to see the data we hold about you. If you need to update your details, or would like to have them deleted, please contact the Library.

## **Information security**

Data is stored within the UK, or US.

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 Royal Devon & Exeter NHS Foundation Trust Library and Knowledge Service and other partners who need to know that information in order to process it for us, including University of Exeter Library staff (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 NHS library and knowledge services and for a further two years of inactivity (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.

## **Contact us**

If you have any concerns related to this privacy policy, or have queries about the use of your personal information, please contact [rde-tr.library@nhs.net](mailto:rde-tr.library@nhs.net).