

Privacy statement – Highland Health Sciences Library NHS Highland, NHS Medical Education and other External (non-University of the Highlands and Islands) Members

The Data Controller of the information being collected is: The University of the Highlands and Islands (UHI), Executive Office, 12B Ness Walk, Inverness IV3 5SQ. Phone: 01463 279000.

For any queries or concerns about how your personal data is being processed you can contact the relevant Data Protection Officer at dataprotectionofficer@uhi.ac.uk

This privacy statement relates to the following process:

Membership of the Highland Health Sciences Library , the Library of the University of the Highlands and Islands, and of the Library of any of the Academic Partner College Libraries.

What information do we collect about you?

We collect the following information about you when you complete the application for library membership form:

- name, work and home addresses (for students on placements ,standard permanent address and temporary placement address), work and home telephone numbers, email address, job title, employer and length of contract.

The library collects the following information on your library use

- cumulative number of items checked out and renewed, number and details of currently checked out items. We do not have access to details of previously borrowed items, (though you can log in and view these yourself), last date of borrowing, renewing or returning, current items 'on hold', current fines or charges owing (where applicable)

How will we use this information?

We use this information to

- set up your library account so you can use the library facilities
- send you information relating to your account, e.g. notifications about requested or overdue items, renewal of membership
- To contact you rapidly if you have requested a library service, e.g. to email you literature search results

Our legal reasons for using the data:

- Use is necessary for the performance of a contract with you or to take steps, at your request, before entering into such a contract.

Who we will share your information with

In order to operate your library account, your data is shared with, and hosted by, Innovative Industries. This company is the supplier of the Library Management System we use to operate the libraries' borrowing and lending, and with whom we have a Data Sharing Agreement. The hosted data is held on web servers located within the European Union.

In the case of NHS staff, we may also share information with staff from NHS Highland, such as finance and human resource departments, in order to resolve matters concerning non-returned library items.

We will not otherwise share your information without your consent; however, there may be certain circumstances where we would share without consent such as where we are required to do so by law, to safeguard public safety, and in risk of harm or emergency situations. Any information which is shared will only be shared on a need to know basis, with appropriate individuals. Only the minimum information for the purpose will be shared.

How long do we keep your data for?

Your information will be kept for the duration of your membership of the library. We will contact you annually to confirm you wish to continue membership. If you do not respond within two months, we will delete your account and data. Your data will be processed in line with the university's [data protection policy and regulations](#). We will dispose of all your data at that time. The responsibility for deleting your data resides with the University Librarian. In addition, any paper copies of the data, such as your application to join, will be confidentially destroyed.

Please Note: We will not delete your account if you still have library materials on loan.

Keeping your data accurate

It's important that your data is always accurate and up to date, so please notify us of any changes in the above details and we will ensure your data is always up to date.

How do we keep your data secure?

Firewall and operating system software programs protect your information. Databases are further protected by access restrictions. Our systems are constantly updated and tested to ensure this security is maintained.

Rights

The following rights are rights of data subjects:

- The right to access your personal data
- The right to rectification if the personal data we hold about you is incorrect
- The right to restrict processing of your personal data

The following rights apply only in certain circumstances:

- The right to withdraw consent at any time if consent is our lawful basis for processing your data
- The right to object to our processing of your personal data
- The right to request erasure (deletion) of your personal data
- The right to data portability

You also have the right to lodge a complaint with the Information Commissioner's Office about our handling of your data.