

**PRIVACY NOTICE – Library and Knowledge Service
Liverpool Women's Hospital NHS Foundation Trust**

Introduction

This document summarises who we are, what information we hold about you, what we will do with the information we hold including who we may share it with and how long we will keep the information for. This document also explains what rights you have with respect to your information.

Who are we?

The Liverpool Women's Hospital is a public organisation providing specialist medical services such as Gynaecology, Maternity, Fertility and Genetics.

The Trust is registered with the Information Commissioner's Office (Registration Number **Z7119932**)

Our name, address and contact details are:

Liverpool Women's Hospital NHS Foundation Trust
Crown Street
Liverpool L8 7SS
Tel: 0151 708 9988
www.liverpoolwomens.nhs.uk

Why do we collect information about you?

We need information about you so that we can provide you with library services for which you have applied and to contact you about the library stock we may loan to you.

Whilst we receive information from you, we also receive information about you from other individuals or organisations, such as when you wish to borrow from the stock of another library and they wish to confirm that you are a member of the Library at Liverpool Women's NHS Foundation Trust. When we process this information we will do so because it is necessary to enable you to make use of library services.

What types of information do we use?

Personal data means any information relating to an identified or identifiable individual; an identifiable person is one who can be identified directly or indirectly.

We will process your name, work or home postal address, email address, phone number and academic institution where relevant.

What do we use your information for?

The Library and Knowledge Service may need to process your personal data in order 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
- Provide management information for library staff on usage and membership
- Share contact and loan details with the Finance department in cases where stock has been lost and an invoice needs to be raised to cover the cost of replacement

The hospital may also record telephone conversations for training and monitoring purposes

Information we may receive about you which may not be supplied by you

We may receive information about you which you haven't provided to us. This could be, for instance:

- If we need to verify your identity or entitlement to use our library services
- If we are dealing with the safety, security, health and wellbeing of someone associated with you
- If we receive information in the form of an alert or warning and are legally obliged to act on it

What is the lawful basis to process your information?

The General Data Protection Regulations and the Data Protection Act 2018 allow us to process your data under the following conditions:

Where we process your **personal data**, we will do so because you have sought services from the library and, therefore, there is a **legitimate Interest** for us to do so.

If we process your information for other purposes that are not described above, then we will seek your **consent** to do so before we process it

The Trust does not undertake automated decision-making or profiling of your personal information

With whom do we share your information?

Your data is accessible to NHS library staff who share the 'Liberty 5' library management system operated by Softlink. Specifically, these library services are: Liverpool Women's NHS Foundation Trust, Alder Hey Children's NHS Foundation Trust, Liverpool Heart & Chest NHS Foundation Trust, and Royal Liverpool & Broadgreen University Hospitals NHS Trust. In addition your data is accessible to the system supplier and system manager who provide and manage the Liberty 5 system.

In the event that you have lost an item of stock loaned to you by the Library and Knowledge service your contact and loan details will be shared with the Finance department to assist with the recovery of monies as a result of that loss

We will not share your information for marketing, social media or insurance purposes unless we have your **consent** to do so

How long do we keep your personal information for?

The NHS has a comprehensive set of guidelines, which govern the length of time that we may keep your records for, which are called the NHS Retention Schedules. The Liverpool Women's Hospital will comply with the NHS Retention Schedules.

There may be occasions where the Trust will be obliged to vary from the NHS Retention Schedules, for examples, in response to a Court Order or other equivalent legal requirement

Your data is kept for as long as you are employed by the Trust or if you are a student on placement in the Trust for the duration of your placement. You may request that we delete your borrower record at any time provided that you have no outstanding book loans.

Information about the NHS Retention Schedules may be found via the NHS Digital Website at: <https://digital.nhs.uk/article/1202/Records-Management-Code-of-Practice-for-Health-and-Social-Care-2016>

What measures do we take to protect your information?

We take our duty to protect your personal information and confidentiality seriously. We are committed to taking all reasonable measures to ensure the confidentiality and security of personal data for which we are responsible, whether computerised or on paper.

We have appointed a Senior Information Risk Owner (SIRO), a 'Caldicott Guardian' and Data Protection Officer who between them are responsible for the management of confidentiality. We also have a specific department led by the Head of Information Governance. We use control systems to allow only those with administrative rights in the Library to access your borrower record on Liberty 5 and any paper registration forms are locked away securely.

Under the NHS Confidentiality Code of Conduct, all our staff are also required to protect your information and inform you of how your information will be used.

Everyone working for the NHS is subject to the common law duty of confidentiality. Information provided in confidence will only be used for the purposes advised or consented to, unless it is required or permitted by the law.

What are your rights in relation to your personal information?

Unless subject to an exemption, you have the following rights with respect to your personal data:

- The right to request a copy of your personal data which the Liverpool Women's Hospital holds about you
- The right to request that the Liverpool Women's Hospital corrects any personal data if it is found to be inaccurate or out of date
- The right to request your personal data is erased where it is no longer necessary for Liverpool Women's Hospital to retain such information
- The right to withdraw your consent to the processing at any time if you have previously given consent for processing
- The right to request that the Liverpool Women's Hospital provide you with your personal information and where possible, to transmit that data directly to another data controller, where your information has been processed with your consent

- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing
- The right to object to the processing of personal data
- The right to lodge a complaint with the Information Commissioners Office.

Further information about your rights can be found via the Information Commissioners website, which is <https://ico.org.uk/>

What happens if we need to transfer your information abroad?

The Liverpool Women's Hospital do not routinely transfer information outside the European Union but if there is a need to do so we will ensure that the security and protections that are put in place are of equivalent standard to those standards that we would use internally when processing your information.

What if we wish to use your information for another purpose?

If we wish to use your personal information for a new purpose, not covered by this Privacy Notice, then we will provide you with a new notice explaining the new use prior to commencing the processing and setting out the relevant purposes and processing conditions. Where and whenever necessary, we will ensure there is a legal justification for such processing.

Where the Liverpool Women's Hospital wish to use your information that is for any reason not in line with this Privacy Notice or we are not using it to comply with a legal obligation then we will seek your consent to do so.

Where can you get further information?

If you do not wish to have your information used in any of the ways described, please contact:

Data Protection Officer
Liverpool Women's Hospital
Crown Street
Liverpool L8 7SS
Telephone number 0151 708 9988
Email: dataprotectionofficer@lwh.nhs.uk

The Trust website address is www.liverpoolwomens.nhs.uk

For general enquiries you can contact the Head of Information Governance at the same address as above on 0151 702 4386