



Oliveira
Library

Privacy Notice

To be read in conjunction with the IoW NHS Trust Privacy Notice for staff

<http://intranet.iow.nhs.uk/General-Data-Protection-Regulations>

How and why we collect personal information from you

The only personal information we receive and hold about you is that which you give when completing paper/online forms for the purposes of accessing our various services: – library registration, KnowledgeShare alerts, Guest WiFi access, OpenAthens registration, literature search and document supply requests

Our grounds for processing your personal information

By requesting our services and completing our registration forms we

- gain your consent to us holding your information for the legitimate purposes of providing Library & Knowledge services as requested, including follow up/publicity related to the request
- we comply with contractual and legal agreements related to the licences of the e-resources provided and provision of WiFi access

What we do with your personal information

Where received on paper forms your information is transferred to online systems:

- Library user registration – to SWIMS (Olib Web)
- KnowledgeShare – to KnowledgeShare
- WiFi access – to Smoothwall
- Document supply requests (forms /emails /phone / in person) – to WinCHILL

OpenAthens registration is directly online, but as administrators library staff are able to view and edit this online information

Sharing and storage of your information

- Access to your information on all the systems above is available to all the Oliveira Library staff
- Paper records are stored in files in a locked cabinet/room; scanned forms are retained on the Library network drive; online systems are each passworded
- Paper/scanned records are destroyed in line with online records outlined below

SWIMS (Olib from OCLC) is a shared library management system for the South & South West region, developed to allow 'seamless access' for staff and students who move around the area to be able to use any NHS library.

Sharing: the information is therefore visible to all NHS library staff in the region.

Data held: name, work and home addresses, email/phone (work/home as given), course tutor, contract/placement end date, loan history

Storage: See the SWIMS Recording, [Retention and Deletion of User Records policy](#).

SWIMS is a hosted service from OCLC and enshrined within the contract documents, as part of the hosting agreement, are robust data protection measures. See also the OCLC Privacy Statement <https://www.oclc.org/en/policies/privacy> (Hosted Products and Services section)

Retention: Live 3 years (rolling renewal), or until leaving date provided/known to have left eligible IOW employment; 2 years as 'expired' - to retain history in case then registering at another Trust library in the SWIMS network

KnowledgeShare is used to alert registered staff to recent information and reports on their chosen subject(s), but can also be used to store requested literature searches and records of training, and to enable registered users to network with staff with similar interests.

Sharing of information with library staff beyond the Oliveira Library (and a central administrator), and/or other registered users is dictated by the registering member on the registration form or by personal login to preferences

Data held: name, address, department, email/phone (work/home as given), subject interests)

Storage: 5 years. See the Knowledgeshare Privacy Notice:

https://www.knowledgeshare.nhs.uk/index.php?PageID=help_privacy

Retention: until known to have left eligible IOW employment

Smoothwall records registrations for Guest WiFi access at the Isle of Wight NHS Trust only.

Sharing: records can be accessed by Oliveira Library staff and IoW NHS Trust IT staff only

Data held: name, department, email (work/home as given); record of sites visited

Storage: the information is backed up within the IoW NHS Trust IT department

Retention: until known to have left eligible IOW employment

WinCHILL records and processes article and book requests from other libraries.

Sharing: Oliveira Library staff only access this information

Data held: name, department, library membership number, item requested

Storage: the information is backed up within the IoW NHS Trust IT department

Retention: until known to have left eligible IOW employment

OpenAthens (from Eduserv) is a system allowing authentication to use various paid-for electronic resources provided by the Library.

Sharing: Oliveira Library staff, an overall regional administrator and Eduserv staff

Data held: name, work address, email (work/home as given)

Storage: See the OpenAthens Privacy Policy <https://openathens.org/privacy/>

Retention: 2 years (rolling renewal) or leaving date provided/known to have left eligible IOW employment

To view or request access to edit or delete your personal information held by the Oliveira Library please contact a member of the library staff at any time.

Additional resources:

Many of the electronic resources provided by the Library & Knowledge Services allow optional personal registration for additional functions

e.g.

- storing favourites/documents
- recording sites accessed (useful for continuing professional development records)
- accessing an app version

This information is not visible to library staff, and is held by the company providing the resource. Please consult their individual Privacy Notices. A few are linked below:

NICE Privacy Notice <https://www.nice.org.uk/privacy-notice>

Ebsco Privacy Notice <https://www.ebsco.com/company/privacy-policy>