

# LIBRARY PRIVACY NOTICE

## ABOUT US

This Privacy Notice explains the nature of the personal information that the University of Reading Library processes for the purposes of the provision of Library services.

The University (**We** or **Us**) are data controller in respect of the information that We process about you. Our contact details are The University of Reading University of Reading, Whiteknights, PO Box 217, Reading, Berkshire, RG6 6AH, United Kingdom. Tel: +44 (0) 118 987 5123.

This notice explains what personal information We collect, hold and share in support of these purposes and your rights in respect of the data We hold about you.

Your privacy is important to Us, so if there is anything in this privacy notice that is unclear or you do not understand, please contact Our Data Protection Officer at: [imps@reading.ac.uk](mailto:imps@reading.ac.uk)

## DATA WE COLLECT ABOUT YOU

To manage its operations effectively, provide services to you, and meet certain legal requirements, We need to collect, record, store, use, share, retain and destroy (this is known as 'processing') your personal data. As part of managing your relationship with Us, we will collect and process a number of different types of personal data.

We collect personal data directly from you in order to:

- provide you with access to our services and resources.
- We may use your contact details to let you know about service changes which affect your use of the Library.
- to meet our obligations under the Copyright, Design and Patents Act 1998 to keep details of copies of material supplied to requestors using our Inter-library Loans service
- to perform internal statistical reporting on library use

## OUR LAWFUL BASIS FOR USES OF YOUR DATA

Under data protection laws We must have a legitimate and lawful basis for processing your personal data. There are several lawful grounds within data protection law that apply to the different data that We are processing, and these are explained below:

Data collected as part of your registration, or to facilitate your usage of University Library resources will be necessary for the purposes of entering into, or the performance of, a contract or agreement to deliver the services the Library.

## WHO WE SHARE YOUR DATA WITH

We may be required to share limited personal information relating to library resources usage with the Copyright Licensing Authority (CLA) as part of our statutory obligations. This will only be shared where requested and for the legitimate limited purposes of the CLA.

We do not supply your data to third parties outside the University of Reading unless with your explicit consent unless required by law.

## RETENTION OF YOUR DATA

We keep your personal data for the period you are registered as a user of Library services and in line with our Library records retention schedule. There will be a short period after the end of your registration before your data is deleted in both electronic and paper format. Normally this will be no more than 3 months.

Details of your transactions using the Library System will be anonymised and used for internal reporting purposes and kept indefinitely.

If there are outstanding issues with your account e.g. un-returned loans, the data will be deleted when these issues are resolved.

By law under the Copyright, Design and Patents Act 1998 we are required to keep details of copies of material supplied to requestors using our Inter-library Loans service for seven years. For online requests this information is held on a secure file accessible only by University staff and will be deleted once seven years have elapsed.

All paper request forms and signed collection forms are held for seven years before being disposed of using the University of Reading's secure confidential waste system.

Data from paper Library Visitor forms will be stored electronically, and the paper forms will be disposed of within 1 month of your visit. We will keep details of all Library visitors in electronic form for one calendar year, after which all data will be anonymised and used for statistical purposes indefinitely.

## HOW WE PROTECT YOUR DATA

Your personal information is stored securely within the University and our staff are trained about the secure handling of personal information. We may also use third party providers to deliver our services, such as externally hosted database, software or cloud providers. Where we do this, We have measures and terms in place with those providers to ensure that they also protect your data.

## KEEPING YOUR INFORMATION UP TO DATE

The accuracy of your information is important to us. You can update your information, including your address and contact details, at any time by contacting [library@reading.ac.uk](mailto:library@reading.ac.uk).

## YOUR RIGHTS

Under data protection law you have the right to:

- Withdraw your consent where that is the legal basis of our processing
- Access your personal data that We process

- Rectify inaccuracies in personal data that We hold about you
- Be erased, that is your details to be removed from systems that We use to process your personal data
- Restrict the processing in certain ways
- Obtain a copy of your data in a commonly used electronic form; and
- Object to certain processing of your personal data by us

Please see the ICO website for further information on the above rights:

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

If you would like to exercise your rights, or have any concerns regarding how We have handled your personal information please contact our Data Protection Office at [imps@reading.ac.uk](mailto:imps@reading.ac.uk).

Some rights are dependent on the lawful basis for processing your information. If We have legitimate grounds to not carry out your wishes, these will be explained to you in response to your request.

You also have the right to complain to the Information Commissioner's Office.

## QUESTIONS ABOUT THIS NOTICE

If there is anything in this notice that you are unclear about, please contact our Data Protection Officer, on the contact details below, who shall be happy to answer any queries you may have concerning this privacy notice or the way in which We process your personal data.

By mail: Information Management and Policy Services, The University of Reading, Whiteknights, PO Box 217, Reading RG6 6AH

By email: [imps@reading.ac.uk](mailto:imps@reading.ac.uk)

By phone: 0118 378 8981

Complaints can be referred to the Information Commissioners Office, the independent body who oversee Data Protection compliance in the UK.

<https://ico.org.uk/make-a-complaint/>

## CHANGES TO THIS NOTICE

We keep our privacy notice under regular review to ensure best practice and compliance with the law. This privacy notice was last updated on 06/04/2020.

We may change this privacy notice from time to time. If We make significant changes in the way We treat your personal information We will make this clear on our website and may seek to notify you directly.

## HOW TO CONTACT US

If you have any questions about this notice, our University Data Protection Officer can be contacted at:

IMPS

University of Reading

Whiteknights

PO Box 217

Reading

RG6 6AH

UK.

Telephone: 0118 378 8981. Email: [imps@reading.ac.uk](mailto:imps@reading.ac.uk)