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## **External User - \*\*\*\*\* Library**

### **Privacy Statement**

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](mailto:dataprotectionofficer@uhi.ac.uk)

This privacy statement relates to the following process:

Membership of 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, address, telephone numbers, email address, SCONUL details (students from other universities using the library services under the SCONUL scheme)

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, details of previously borrowed items, last date of borrowing, renewing or returning, current items 'on hold', current fines or charges owing (where applicable).

### **For what purpose are we processing the data?**

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 .

### **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.

Your data will, or may, be shared with the following recipients or categories of recipient

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In order to operate your library account, your data is shared with, and hosted by OCLC. This company supplies the Library Management System we use to operate the libraries' borrowing and lending, and with whom we have a Third Party Data Sharing Agreement.

We may also share information with staff from our administration and finance 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, after which time 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 this time.

Please Note: We will not delete your account if you wish to continue membership, or 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 your institution 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

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- 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.