**Library Services Privacy Notice**

The University has four campus libraries. This privacy notice covers the provision of Library Services within the Tooting campus.

City, University of London merged with St George’s, University of London on the 1st of August 2024, creating City St George's, University of London. The information contained within this notice relates to City St George's, University of London however where applicable we have also included references to the School of Health and Medical Sciences (which represents St George's activities prior to the merger) as the Tooting library is used by students within this School. This notice sets out the basis in which the Library in Tooting collects and uses the personal data of our users. It applies to various groups, including students, staff, alumni, NHS Trust staff, and external visitors.

**Who we are**

City St George's, University of London, is the ‘Controller’ of the personal data that you provide us with and is registered with the Information Commissioner’s Office (ICO) for the purposes of UK data protection legislation, registration number Z8947127.

**Our Users Include:**

* Registered Students
* Staff (including those with honorary contracts, attachments, contractors etc)
* Alumni
* NHS Trust staff
* Staff and students of higher education institutions eligible through the SCONUL Access Scheme and through the University of London Libraries Access Agreement
* External visitors

**Personal Information We Hold About You**

* name
* home address
* email address
* Username
* library number
* Department / department affiliation
* course completion date
* accessibility information
* job title(if applicable)
* home institution (visitors)
* history of library usage e.g. items borrowed and requested, room and workshop bookings
* feedback responses e.g. from surveys and user studies

**How We Collect Personal Information About You**

* through automatic data feeds from University systems
* directly from you via our online and paper forms
* in person at the Library Helpdesk
* in the course of providing our services to you (e.g. history of library usage) or after we have provided services to you (e.g. feedback responses).

**How We Use the Information We Hold About You and the Legal Basis for Processing Your Data**

We need the information listed above primarily to allow us to perform our contract with you. On many occasions, we will process your data to enable CSG to meet its commitments to you. We also use your data on the basis of consent in some circumstances (such as for promoting resources to staff or sharing our current awareness bulletin). In some cases, we may use your personal information to pursue a legitimate interest of our own or of a third party, provided your interests and fundamental rights do not override that interest. The “legitimate interest” is generally the interest of CSG (or a third party) in providing or supporting the provision of higher education.

**We Use the Information We Hold About You To:**

* to give you access to the library and computer rooms
* to provide and administer library services e.g. borrowing and requesting items, booking rooms and training
* to provide you with access to e-books, e-journals and databases.
* to respond to enquiries
* to facilitate the deposit of publication details in preparation for the Research Excellence Framework (REF)
* to facilitate the deposit of publications as required by the open access policies and research funders
* to gather usage statistics
* for the continuous improvement of library services
* to improve accessibility to our services and resources
* to let you know about the services and resources that Library Services provide

**Change of Purpose:**

We will only use your personal information for the purposes for which we originally collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your personal information for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so. We may process your personal information without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

**Who We Share Your Information With**

Our systems rely on the sharing of data to manage services and supply information to you.

Those systems include, but are not limited to: / Sierra

All library users must comply with the Library rules and regulations. If you do not abide by our regulations we may share your personal data with your department, the Alumni Office, or your home institution in order to ensure that our services are not compromised.

**Information Security**

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal information to those employees, agents, contractors, and other third parties who have a business need to know. They will only process your personal information on our instructions and they are subject to a duty of confidentiality. We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

**Your Rights as a Data Subject**

withdraw 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 forgotten i.e. for your details to be removed from systems that we use to process your personal data
* restrict the processing of your data in certain ways
* obtain a copy of your data in a commonly used electronic form
* object to certain processing of your personal data by us

For further information see the Information Commissioner’s Office or contact CSG’s Data Protection Officers.

**How Long We Keep Your Information For**

Your information is stored in line with the University’s retention schedule. Anonymous data from surveys and feedback exercises is retained for a longer period to aid year-on-year comparisons.

**How to contact us**

During this transition period, we are handling queries for both institutions. For questions related to St George’s University, please email dataprotection@sgul.ac.uk. For queries concerning City, University of London please email dataprotection@city.ac.uk. You can also contact us at the street address provided below for any other inquiries.

Contact Information

The University has a Data Protection Officer who can be contacted at:

Email: dataprotection@city.ac.uk

Tel: 020 8725 0668

Address: Data Protection Officer, Information Services, St George’s University of London, Cranmer Terrace, LONDON SW17 0RE

If you are unhappy with the way in which your personal data is being processed you may, in the first instance, lodge a complaint with the University Data Protection Officer using the contact details above. If you continue to have concerns thereafter you have the right to contact the Information Commissioner for a decision.

**Changes to This Privacy Notice**

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.

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| **Description of change** | **Version and date** |
| Existing policy on website | V1 |
| Changes made as part of merger to present new name | V1.1 – October 2024 |