

Your rights

You may access your user record online or ask library staff to access it for you. If your details change, please let your home library know so that your record can be updated. If you no longer wish to use NHS library services (and do not have any outstanding loans or fines) then you may ask the library staff to delete your record.



Contact us

If you have any concerns related to this Privacy Policy, or have queries about use of your personal information, please email: helm.consortium@nhs.net

The Data Controlling Organisation:

Health Education England

The Data Protection Officer:

Helen.bingham@hee.nhs.uk



Privacy Notice

This notice outlines the personal information we collect from you, why we do so and how we store it, in line with data protection legislation including the General Data Protection Regulation (2018).

The type of personal information we collect

We currently collect and process:

Your name, home address, work address, email, phone number, job title and role, and the organisation you work for (or your university and course if you are studying). If you are on a fixed contract or placement, we ask you for the end date.

How we get the personal information and why we have it

We collect this information from the library membership form you complete when you join the library so that you may borrow items and we can provide you with other library services as appropriate.

How we store your personal information and how long we keep it

Your information is securely stored in a database hosted in the UK. Technical safeguards are in place to ensure that your data is kept safe and only disclosed to people authorised to view it.

Your data is accessible to HeLM library staff in the Midlands who use the same, shared system. This enables you to access, via your home library, resources held in all these libraries. All library staff work in compliance with data protection legislation.

In addition, your data is accessible to the system supplier who is contractually required to maintain privacy and the systems manager who maintains and manages the HeLM system.

Unless you ask us to remove your record because you no longer wish to use NHS library services, we will retain your data for the length of your employment, placement or training.

After that, your membership record will be deleted from the system after six months, unless you have any outstanding loans or fines.

Use of Analytics

The HeLM Library website and catalogue uses Jetpack and Google Analytics to improve its services. Any analytical data we collect is not personally identifiable. You can opt out of being tracked by Google Analytics across all websites by visiting <http://tools.google.com/dlpage/gaoptout>

Information Security

We are committed to safeguarding your information.

www.healthlibrariesmidlands.nhs.uk uses a 256-bit SSL certificate. System backups are encrypted and rotated by PTFS Europe. Where we are required to share your information with third parties, we will take reasonable technical and organisational precautions to prevent the loss, misuse or alternation of your personal information.

Information that you submit online via the HeLM website, or share with us by email can never be 100% secure. Any information you share in this way is communicated at your own risk. You must keep your library username and password confidential and secure. We will never ask you to share your password with us.