

The University is committed to looking after any information that you make available to us and we aim to be clear about what we will do with your data.

This privacy notice explains when and why we collect personal information about you and how we will use this information including the ways we might share this with others. It also explains how we keep your information secure as well as the rights you have in relation to the information we hold about you.

If you have any questions about any of the information contained in this privacy notice then you can contact us on [dataprotection@uws.ac.uk](mailto:dataprotection@uws.ac.uk)

**Who are we?**

The University of the West of Scotland (referred to in this Privacy Notice as the “University”, “we”, “our” or “us”) is the Data Controller under the data protection legislation.

**What type of information do we collect about you?**

We collect a variety of information about you when you apply to join the UWS Library, including:

- Name
- Address
- Telephone number
- Email address

**What are the sources of the information we hold about you?**

We collect your personal data from your Registration Form, which you complete when you apply to join the UWS Library.

You can update your contact details via the UWS library management system. If you are an external user you can contact [library@uws.ac.uk](mailto:library@uws.ac.uk) to have your details updated.

**How will we use your information?**

We will use the information to provide library services to you, including:

- Creating a user profile for you on our library management system
- Recording any items that you borrow from or return to UWS Library
- Informing you about the loan status of any items that you borrow from or return to UWS Library
- Notifying you when any items become overdue and issuing fines where appropriate
- Contacting you to recover any items that you do not return

If you make a general enquiry we will only send you the information you have requested and will not use your details for any further direct marketing purposes unless you have given your consent for us to do this.

### **Why do we need to process your personal data?**

We need to process your personal data to fulfil a contract that we have with you to provide library services.

### **How long will we keep your information for?**

We will retain your data for as long as it is needed to administer your membership of the library.

### **Who has access to your information and who will we share your information with?**

Authorised personnel within the University's Library Services will be able to access the information you provide to us.

In some cases the items that you borrow may be owned by a third party, for example, the Scottish Baptist College (Paisley campus), Dumfries & Galloway College or Glasgow University (both Dumfries campus), and the British Library and other inter-library loan providers. In these circumstances we would not normally share your information with them.

Our library membership database is hosted by an external supplier called Ex Libris.

### **What choices do you have in relation to your information?**

Under the legislation you have certain rights in relation to the information we hold about you:

- To obtain access to, and copies of personal data we hold about you;
- To require us to stop processing your personal data if the processing is causing you damage or distress;
- To require us to stop sending you marketing communications;
- To require us to correct any personal data we hold about you that is incorrect;
- To require us to erase your personal data;
- To require us to restrict our data processing activities;
- To withdraw your consent to our data processing activities (without affecting the lawfulness of our processing before you withdrew your consent);
- To receive the personal data that we hold about you, in a reasonable format specified by you, including for the purpose of you transmitting that personal data to another controller, but only if you provided this information to us by automated means;
- To object, on grounds relating to your particular situation, to any of our particular processing activities where you feel this has a disproportionate impact on your rights.

Many of the rights above are not absolute so there may be times when you make a request to us and we are unable to meet it in full but if this is the case we will explain to you fully why we have not been able to do what you have asked. You should also be aware that where our processing of your information relies on your consent and you then decide to withdraw that consent then we may not be able to provide all or some aspects of our services to you.

### **How will we keep your information safe?**

We employ industry-standard security measures to protect your information from access by unauthorised persons and against unlawful processing, accidental loss, destruction or damage.

Information transmission over the internet can never be guaranteed to be completely secure and although the University will endeavour to protect your personal data we cannot guarantee the security of your personal data transmitted to our website. Any such transmission is at your own risk.

Once we have received your information, we will use strict procedures and security features to prevent unauthorised/unlawful access and disclosure.

We have a contract in place with the third party provider of our library management services database to make sure that they keep any information they process on our behalf safe and secure.

### **Will we transfer your information outside of the EEA?**

The information we store and process stays within the EEA.

### **Who is the University's Data Protection Officer?**

The University Solicitor is the UWS Data Protection Officer. If you have any concerns about how we handle your personal data then you can contact the Data Protection Officer directly by e-mail [dataprotection@uws.ac.uk](mailto:dataprotection@uws.ac.uk) or by post at Data Protection Officer, University of the West of Scotland, Legal Services, High Street, Paisley, PA1 2BE

### **How can I complain about your use of my information?**

If you remain unhappy then you have a right to complain to the Information Commissioners Office:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
[casework@ico.org.uk](mailto:casework@ico.org.uk) and telephone 0303 123 1113