

Layered Privacy Notice
Library Membership: External Members

**Activity/Processing being undertaken: Library Management System,
Membership criteria, borrowing and other access and related communications**

Edinburgh Napier University, as the Data Controller, is providing you with this information in order for us to comply with the UK Data Protection legislation, which requires us to tell you what we do with your personal information.

Why are we collecting it/what we are doing with it (purposes)?

Personal information including names, contact details, email addresses and where appropriate home university status, are collected in order to enable access to and borrowing of, items from the libraries, and communications relating to these activities. The University cannot provide or administer the library services without processing personal data.

What is the legal basis for processing?

As per Art 6(1)(b) of the General Data Protection Regulation as we require to process your personal information in order to provide you with library services and manage our services to you as part of a contract.

How are we collecting this information?

Information is collected when you purchase Library Membership via the Edinburgh Napier University Online Store.

What information are we collecting (whose information and what type of personal data)?

- We will collect personal information about applicants for external membership, including Alumni of the University and members of [SCONUL](#) and other organisations with which the University has agreements, and members of the public.
- Name, contact details, email address, and where applicable details of Alumni, SCONUL home university or other status.

Who can see your information within the University?

Information Services staff, including where necessary staff who administer our Unidesk system, and where applicable the Finance department

Who are we sharing your Personal Data with (externally)?

Please note that the University uses a 3rd party (ExLibris) as a "Data Processor" to manage your library membership. You can find more information on ExLibris via the link below:

<http://www.exlibrisgroup.com/>

Our Online Store also uses an external payment platform, WPM/Flywire, which customers will be redirected to, which collects and process your personal data in relation to the purchase. Our privacy notice for the Online Store is available [here](#).

We do not ordinarily share any of your personal data with other external parties, although we may do in circumstances where we:

- Have your consent,
- Are required to do so under a statutory or other legal obligation, or
- Are otherwise permitted to do so by Data Protection law.

How we will contact you?

We may contact you by telephone, email or post.

The University Library will use the email address to keep you updated with University Library related information and as the primary means of communication with you. It is your responsibility to regularly check this email address to ensure you do not miss important information. Please keep your details up-to-date to ensure we have your current email and home address.

How long is your information kept?

Any financial records will be held for 6 years after your membership with the library ends. All other personal information will be held for one year after your membership ends.

Further information can be found online at:

<https://staff.napier.ac.uk/services/governance-compliance/governance/records/Pages/RecordsRetentionSchedules.aspx>

How secure is your information?

Your information is stored securely by our 3rd party provider Ex Libris in their European Data Centre. You can find more information via the links below:

Ex Libris Cloud Services - <http://www.exlibrisgroup.com/services/cloud-services/>

Ex Libris Privacy Policy - <http://www.exlibrisgroup.com/privacy-policy/>

Who keeps your information updated?

Data is updated by Information Services staff as advised by members

Will your information be used for any automated decision making or profiling?

No

Is information transferred to a third country? Outside the EEA and not included in the adequate countries list.

No

Surveys

We occasionally run a survey to improve our services and as benchmark for the Customer Service Excellence network. Our lawful basis for this processing is Article 6(1)(b) of the UK GDPR, as above.

In this survey we ask for written feedback, and invite participants to optionally provide their email address. Responses can be provided electronically, using a University-approved system, or on paper.

We ask that participants refrain from providing any personal data in comments. Please be assured that email addresses provided will be deleted after 1 month if not used to follow up with participants. We will also anonymise any personal data provided in comments.

Raw data is not shared externally, although we share high-level anonymised summaries of survey outcomes with other universities within the Customer Service Excellence network. Any paper survey responses are kept in a secure location, prior to scanning to convert to digital responses (after which, the paper versions will be shredded).

If you change your mind, and wish to withdraw a response, after submitting the survey you can contact us at library@napier.ac.uk. Please note, though, that this will not be possible after the point where we anonymise responses (e.g. by deleting email information, or any personal data in comments) which will take place around 1 month after submission.

Is any other information available?

You can access all the University's privacy notices using the following link:

<https://staff.napier.ac.uk/services/governance-compliance/governance/DataProtection/Pages/statement.aspx>

You have a number of rights available to you with regards to what personal data of yours is held by the University and how it is processed – to find out more about your rights, how to make a request and who to contact if you have any further queries about Data Protection please see the information online using the following URL:

<https://staff.napier.ac.uk/services/governance-compliance/governance/DataProtection/Pages/default.aspx>