



Privacy Notice — Library

Part 1: Generic Privacy Notice Information

St John's College, Durham (henceforth 'the College') has a responsibility under data protection legislation to provide individuals with information about how we process their personal data. We do this in a number of ways, one of which is the publication of privacy notices. Organisations variously call them a privacy statement, a fair processing notice or a privacy policy.

To ensure that we process your personal data fairly and lawfully we are required to inform you:

- Why we collect your data
- How it will be used
- Who it will be shared with

We will also explain what rights you have to control how we use your information and how to inform us about your wishes. The College will make the Privacy Notice available via the website and at the point we request personal data.

Our privacy notices comprise two parts — a generic part (i.e. common to all of our privacy notices) and a part tailored to the specific processing activity being undertaken.

Data Controller

The Data Controller is the College. If you would like more information about how the College uses your personal data, please see the College's Data Protection Policy or contact the data management team on: johns.data@durham.ac.uk

The data management team also coordinates the response to individuals asserting their rights under the legislation.

Data Protection Officer

The Data Protection Officer is responsible for advising the College on compliance with Data Protection legislation and monitoring its performance against it. If you have any concerns regarding the way in which the College is processing your personal data, please contact the Data Protection Officer:

Chris Courtman, email: johns.data@durham.ac.uk

Your rights in relation to your personal data

Privacy notices and/or consent

You have the right to be provided with information about how and why we process your personal data. Where you have the choice to determine how your personal data will be used, we will ask you for consent. Where you do not have a choice (for example, where we have a legal obligation

to process the personal data), we will provide you with a privacy notice. A privacy notice is a verbal or written statement that explains how we use personal data.

Whenever you give your consent for the processing of your personal data, you receive the right to withdraw that consent at any time. Where withdrawal of consent will have an impact on the services we are able to provide, this will be explained to you, so that you can determine whether it is the right decision for you.

Accessing your personal data

You have the right to be told whether we are processing your personal data and, if so, to be given a copy of it. This is known as the right of subject access.

Right to rectification

If you believe that personal data we hold about you is inaccurate, please contact us and we will investigate. You can also request that we complete any incomplete data.

Once we have determined what we are going to do, we will contact you to let you know.

Right to erasure

You can ask us to erase your personal data in any of the following circumstances:

- We no longer need the personal data for the purpose it was originally collected
- You withdraw your consent and there is no other legal basis for the processing
- You object to the processing and there are no overriding legitimate grounds for the processing
- The personal data have been unlawfully processed
- The personal data have to be erased for compliance with a legal obligation
- The personal data have been collected in relation to the offer of information society services (information society services are online services such as banking or social media sites).

Once we have determined whether we will erase the personal data, we will contact you to let you know.

Right to restriction of processing

You can ask us to restrict the processing of your personal data in the following circumstances:

- You believe that the data is inaccurate and you want us to restrict processing until we determine whether it is indeed inaccurate
- The processing is unlawful and you want us to restrict processing rather than erase it
- We no longer need the data for the purpose we originally collected it but you need it in order to establish, exercise or defend a legal claim and
- You have objected to the processing and you want us to restrict processing until we determine whether our legitimate interests in processing the data override your objection.

Once we have determined how we propose to restrict processing of the data, we will contact you to discuss and, where possible, agree this with you.

Retention

The College keeps personal data for as long as it is needed for the purpose for which it was originally collected. Most of these time periods are set out in the College's *Records Retention Schedule*.

Making a complaint

If you are unsatisfied with the way in which we process your personal data, we ask that you let us know so that we can try and put things right. If we are not able to resolve issues to your satisfaction, you can refer the matter to the Information Commissioner's Office (ICO). The ICO can be contacted at:

Information Commissioner's Office,
Wycliffe House, Water Lane,
Wilmslow, Cheshire,
SK9 5AF
Telephone: 0303 123 1113

Website: [Information Commissioner's Office](#)

Part 2: Tailored Privacy Notice for St John's College Library

This section of the Privacy Notice provides you with the privacy information that you need to know before you provide personal data to St John's College Library for the particular purpose(s) stated below.

Whom we collect personal data from

We collect personal data from the following groups of users and stakeholders:

- Students of Durham University using library services and our collections or collections in our care
- Staff of Durham University and St John's College
- Visitors using library services
- Donors and owners of material on loan to us

The range of services and collections which we manage means that we process personal data for many different purposes as outlined below, but we do not collect or retain more data than we need. Please get in touch using the details at the end of this Privacy Notice if you would like more information about the personal data that we may hold about you.

Types of personal data collected and held by St John's College Library, method of collection and lawful basis for processing

We may hold personal data from you to provide the following services in connection with the University's public task as laid down by law (the advancement of learning). In each case, we hold only as much data as is required to provide the service.

- Borrowing rights for library users: we hold data supplied by you when registering as a visitor or from the university's staff/student database, within our library management system, to manage loans, reservations, holds, fines and borrowing status. This is your

library patron record and is also linked to your borrowing history, payment record (for fines and service charges) and hold (reservation) requests.

- Access to our buildings and collections: we hold data collected at the entrance to maintain the security of our users and of the collections in our care. See also separate privacy notice for CCTV.
- Teaching and teaching support: names, emails and some photographs of staff and students in connection with delivery of teaching and processing of reading lists.
- Acquisition and management of collections: data is collected and retained in the course of acquiring, receiving on a temporary basis, lending out, cataloguing, disposal or withdrawal of our collections. This data is supplied by owners and former owners, by institutions to whom we loan books, archives and museum objects, from staff, students and volunteers cataloguing our collections or derived from information in the public domain and is retained in line with professional collections management standards.
- Feedback from users of our services and collections. We invite feedback or suggestions at most of our sites and events. If you wish, you can give us your name and contact details so that we can respond to your comments.
- Contact details for volunteers are collected and retained so that we can support voluntary work by students, for personal learning and satisfaction, to add value to our catalogues and exhibitions and to teach skills to those hoping to enter our professions or on allied courses of learning.

In rare and exceptional circumstances, the College Library may accept book donations. On these occasions the name of the donor may be recorded inside the book or used to advertise the newly acquired books in material such as College blog posts.

How personal data is stored by St John's College Library

Any personal data in electronic format will be held on secure systems using university servers in line with Durham University policy and guidance. Where appropriate, additional password protection is used for files containing more extensive or sensitive data, to ensure that it is restricted to specific members of staff. No personal data will be held on unencrypted portable devices or USB sticks. Personal data in paper form is held within secure staff-only areas, and any data held for more than a few days is kept in locked cupboards or offices.

How personal data is processed by St John's College Library

We process the personal data listed above only in ways that are compatible with the purposes outlined, in line with Durham University's Data Protection Policy.

Who St John's College Library shares personal data with

We also share the following personal data with the following organisations for the purposes stated:

- Library patron records (see above) are shared with Durham University, Durham Cathedral, and St Chad's College, to provide a unified service to members of the university and other registered users of the libraries concerned.

Suppliers of our library systems (Innovative and Ex Libris) have access to our servers to provide system support, subject to strict contractual safeguards to ensure the safe and confidential processing of personal data at all times.

How long personal data is held by St John's College Library

Personal data is only held as long as required to support the services outlined above, except as outlined below. Please get in touch if you would like to enquire about our retention policy for any of the personal data which we hold about you.

- Personal data related to the acquisition, disposal/withdrawal or loans of our archive or museum collections is retained indefinitely. Limited data relating to research or documentation of collections may also be held indefinitely (including names of former owners), where this is required for understanding the history of an object or collection.
- Data collected for contractual, copyright or financial purposes may be retained for 7 years.
- Borrowing data, and data on entry to the Learning Resource Centre, is retained long-term for statistical reporting, trend analysis and planning purposes.

Software limitations mean that some payment history and hold requests for existing library patrons cannot currently be deleted from our library management system. We have received assurances from our suppliers that issues within their system are being addressed, and meanwhile this data is held securely without further use by St John's College Library.

How to object to St John's College Library processing your personal data

If you have any concerns about what personal data we are holding from you or how we are processing it, or would like to object to specific processing or to ask us to restrict our processing, please contact the College Librarian by emailing johns.library@durham.ac.uk.

Visitors to our websites/webpages

When someone visits St John's College - Durham University or Cranmer Hall Durham | A vibrant, diverse evangelical Christian community a third-party service, Google Analytics, is used to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website. If we do want to collect personally identifiable information through our website, we will be transparent about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

Use of cookies by St John's College Library

A cookie is a simple text file that is stored on your computer or mobile device by a website's server and only that server will be able to retrieve or read the contents of that cookie. Cookies allow websites to remember user preferences, choices and selections, such as what's in your shopping basket. The College and Durham University also make use of the Google Analytics service to understand how you navigate around the website site.

The College and Durham University do not use cookies to collect personal information about you.

For more information about the use of cookies on Durham University's website, or to set your cookie usage preference, please see Cookie Notice. [Cookie Notice](#).

Use of personal data by publishers and other content providers

Library services such as the [catalogue](#), [Discover](#), and ConneXions provide links to published content from a number of third-party providers. To access commercial content it is necessary to enter your University username and password when off campus (and also on campus for a small number of services). Durham University does not share any personal data with third-party providers as a result of authenticating in this way, other than the information that you are a member of Durham University. A unique identifier is transmitted to the content provider, which can be used to detect returning users, but the provider does not have the means to trace this identifier back to you as an individual. Some providers may encourage or require you to supply them with additional personal data and you should acquaint yourself with the providers' privacy statements if you wish to know what use is made of your data.

Further information

If you have any questions which you feel have not been covered by this Privacy Notice, please email us or write to:

Data Protection Officer,
St John's College,
3 South Bailey, Durham,
DH1 3RJ
Email: johns.data@durham.ac.uk