

Library Services - personal data records schedule

Last revised

16/04/2018

Department	Purpose of processing	Types Personal data collected	Retention period
Library Services	Documenting handling of requests from third parties to use material in which the institution owns the copyright	Name, address, email	Last action on request + 5 years
Library Services	Recording communication with suppliers (licences, contracts, negotiations, notes of meetings, copy invoices)	Name, address, email	Current + 6 years
Library Services	Documenting user requests for technical and application support, and assistance provided	Name, email or other contact details	Last action on request + length of contract
Library Services	Recording requests for items (articles) fulfilled by inter-library loan	Name, email, student ID, borrower ID	Last action on request + 6 years
Library Services	Recording requests for items (books) fulfilled by inter-library loan	Name, email, student ID, borrower ID	Last action on request + 6 months
Library Services	User records stored within the LMS detailing borrowing and other interactions with Library Services	History of items borrowed	Current + 3 years
Library Services	Financial data stored within the LMS relating to library charges and fines, used to provide library services	Charges and transaction data	Current + 6 years
Library Services	User records for external visitors (not members of the University) used to provide library services.	Name, address, email	Current + 3 years
Library Services	User records of students requesting books in Alternative formats. Retention period is for the length of the student's course to ensure that we don't provide another copy of the same material	Name, student number, course details, course end date, email, library number personal tutor	Length of academic course
Library Services	Details of member of staff requesting a digitisation from the digitisation service.	Name, email, phone number, school, course details	12 months
Library Services	Register of attendance at library and IT inductions.	Student number, Name, course details and school	One academic Year
Library Services	Records of emails from students requesting advice from their Academic Support Librarian for their academic study, retained to allow ASLs to fully support students with ongoing enquiries.	Student name, email address, course details	Length of semester

Library Services	Records of visitors to the UWL Archive. Recorded for security reasons and as an archival record as part of the Archive itself.	Name, address, email address, written signature	10 years
Library Services	Complaints, comments, and feedback spreadsheet	Name, School, Student ID	
Library Services	Patron-Driven Acquisition mediated requests for ebooks	Name, email address	2 weeks
Library Services	Patron-Driven Acquisition usage data of ebooks	Student ID	Not required
Library Services	UWL Repository acceptance emails	Email, ORCID ID	Delete after acceptance date logged in repository and REF spreadsheet
Library Services	Loan and activity reports for business planning	Student ID	Current + 3 years
Library Services	Details of students on non-UWL franchised partnerships, used to provide / limit network access to online resources.	Name, student ID	Retained for academic year
Library Services	Book suggestion form - requests to purchase information resource	Name, email, student ID	6 months
Library Services	Interlibrary Loan request spreadsheets	Name, email, student ID, borrower ID, School	Current academic year
Library Services	LibChat calls and transcripts	Student ID, IP address, name and email address (if provided at time of chat request), along with log of chat	Current + 1 month previous
Library Services	Customer correspondence in the interlibrary loan SMRILL email box	Name, email, student ID	Current academic year
Library Services	Sent items in the interlibrary loan SMRILL box	Name, email, student ID	1 year
Library Services	Task reminders in the interlibrary loan SMRILL box	Name, email	While active
Library Services	Customer correspondence in the Resources and Technology (libresources@uwl.ac.uk) email box	Name, email, student ID	Current academic year unless ongoing issue
Library Services	Room bookings (LibCal)	Name, email address, student ID	1 year
Library Services	Appointment booking (LibGuides)	Name, email	1 semester
Library Services	RefAnalytics and LibInsight (Springshare) staff login data	Name, email	When staff member leaves

Library Services	Library Services inbox (library@uwl.ac.uk)	Name, email, contact details.	Last academic year
Library Services	Archives inbox (uwlarchives@uwl.ac.uk)	Name, email, contact details.	Deleted as soon as appointment is arranged