



Full processing statement for the library

Document delivery and interlibrary loan service

Under the General Data Protection Regulation (GDPR), the RCP must provide comprehensive information on how records and information about living people are being collected, used and disposed of.

This processing statement explains what data the RCP Library holds about you in our interlibrary loan management system (Clio), why we hold it, how we protect it and what your rights to access are.

What we do with your data

The RCP Library team maintains your contact details and interlibrary loan request history in our interlibrary loan software (Clio). Credit card details are retained in hardcopy format.

Why we need to collect and use your data

The RCP Library team maintains this information in order to provide you with an interlibrary loan service. We use your email address to send the copyright declaration and electronic versions of requested articles. Your assent to copyright restrictions is retained to comply with UK copyright law and the RCP's licences granted by the Copyright Licencing Authority (CLA). Your credit card details are used to take payment once a request has been successful. We contact account holders to inform you of improvements to the document delivery and interlibrary loan service. We may also solicit feedback from current account holders and those whose account has been deactivated up to two years previously.

Who we share your data with outside the RCP

If the RCP Library is audited by the CLA your data may be shared with the CLA.

How we protect your data outside the territories covered by the GDPR

All information managed by the RCP Library using the interlibrary loan management system (Clio), is held and used within Ireland, the Netherlands and the UK.

How long we keep your data and why

The RCP Library team keep interlibrary loan requests and copyright declaration forms (electronic and hardcopy) for 6 years from the end of the year in which the request was made. This is the period within which proceedings for infringement of copyright must be commenced. After that time requests and electronic copyright forms are deleted and hardcopy copyright forms are destroyed. Member Clio accounts are deleted one year after membership termination. We retain your username, which includes your RCP code, and usage data for up to a year after deactivation for resource usage monitoring and feedback gathering purposes. Credit card details are destroyed once payment has been taken.

Your rights

You have the right to access information which identifies you as a living person, held on RCP systems (Article 15). You also have the right to a copy of your data in a standard format, where technically possible (Article 20). For more information please contact the [data protection officer](#).

You do have the right to restrict the use of your data (Article 18), stop your data being used (Article 21), or have data deleted (Article 17) under certain circumstances. Although this may mean we are unable to provide you with an interlibrary loans service. For more information please contact the [data protection officer](#).

Who to contact at the RCP and how to complain

Contact the [data protection officer](#) if you have queries or concerns about the above.

If you are not satisfied with the way your data is handled by the RCP you have the right to complain to the RCP [data protection officer](#) or the UK regulator, the Information Commissioner. See their [website](#) for further information on GDPR and your rights.

If the use of your data changes, we will update this statement to reflect that. Regularly reviewing this information ensures you remain aware of what data we hold and use.