

London School of Hygiene & Tropical Medicine Library, Archive & Open Research Services Web Chat Service Privacy Notice

London School of Hygiene & Tropical Medicine (a higher education institution established by Royal Charter and an exempt charity with registration number RC000330) of Keppel Street, London, WC1E 7HT, is a data controller for the purposes of the Data Protection Act 2018 and UK GDPR. LSHTM undertakes to treat your personal data in accordance with these data privacy laws. This privacy notice together with our Data Protection Policy, guidance, and any additional documents referred to within them, explains how we process your personal data. Please read this notice carefully.

This policy applies to all personal data processed by the London School of Hygiene & Tropical Medicine's (LSHTM) Library, Archive & Open Research Services (LAORS) within the course of interactions through its web chat service.

Users who are based at LSHTM should consult the following privacy notices which cover more general UK GDPR conditions within the organisation:

- For existing LSHTM staff: [Staff privacy notice](#)
- For existing LSHTM students: [Student privacy notice](#)

Additionally:

- For Prospective LSHTM Staff: [Prospective Staff privacy notice](#)
- For Prospective LSHTM Students: [Prospective Students privacy notice](#)

If you have any questions in relation to LSHTM's processing of your personal data, please contact the Data Protection Officer on dpo@lshtm.ac.uk.

LAORS can be contacted via the following details:

Name: Library, Archive & Open Research Services

Address: Keppel Street, London WC1E 7HT

Phone Number: 020 7927 2276

Email: library@lshtm.ac.uk

The type of personal information we collect

During the course of web chats you may conduct with our service, we collect the following so that we can keep in touch with you about the progress of any enquiries:

- Your name
- Your LSHTM number (if applicable)
- Your email address
- Other contact information, for instance a phone number
- Chat transcripts
- Automatic information, such as IP address.

How we get the personal information and why we have it

We use personal data provided to us directly by the users, solely for the purpose of providing our web chat service and facilitating communication between staff and users of the system. It is also used to help improve the service LAORS provides.

The data received will therefore be analysed for statistical purposes (identifying what LAORS users contact the service about, for instance) as well as for feedback and quality control. Operators also use the transcripts to chase up ongoing enquiries received through the service. Data may be published in internal reports about the service but this will not include personal information.

How we store your personal information

Your information is securely stored. We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. We have established procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

The information will not be shared with third parties and encryption of the web chat service provided via LibraryH3lp ensures data is not available to anyone outside of LSHTM. Personal data is stored in encrypted form securely on servers located within the European Economic Area (EEA).

Legal Basis for Processing your Personal Data

We will process your personal data under the following legal bases:

Performance of a task carried out in the public interest or in the exercise of official authority vested in LSHTM.

LSHTM processes personal data within the course of interactions through its web chat service where we reasonably consider that such processing is necessary for the performance of a task carried out in the public interest and that task has a clear basis in law.

LSHTM's Royal Charter empowers us to perform certain functions to operate as a higher education institution. These functions include "promoting ... research... and education in public health and tropical medicine and such other academic subjects as [LSHTM] may consider appropriate". LSHTM will therefore be processing personal data, in its capacity as a public authority, in order to facilitate the performance of its core purposes of research and education, as laid down by law, and its responsibilities to its staff, students and others in relation to these core purposes.

Your consent.

There are circumstances where we need to process your personal data outside the lawful bases set out above. We will seek your consent to process your personal data for that specific purpose. We will take all reasonable steps to ensure that any consent you provide is freely given (i.e. you have a genuine choice), specific, informed and unambiguous. **You are able to remove your consent at any time. You can do this by contacting library@lshtm.ac.uk.** If you do withdraw consent, this will not affect the lawfulness of processing based on your consent before your withdrawal.

Retention of your personal data

Personal data will only be retained for as long as necessary to provide/improve our web chat service. Chats will be automatically deleted on a rolling basis after three months during the trial and one month thereafter.

Your rights

The UK GDPR provides the following rights for individuals in relation to their personal data. However, they are subject to certain conditions and where no exemptions or restrictions set out in the data protection legislation apply. Alternatively, we may have already destroyed, erased, or made your personal data anonymous in accordance with our record retention obligations and practices.

Upon request, and subject to the above, we will delete personal data from our systems. Users will have the right to access their personal data and request correction of inaccuracies. If you request that

we delete or change your information, we will manually do this as soon as possible and will aim to ensure this is completed within one calendar month. Users will also have the right to data portability and the right to object and restriction of data processing. In order to exercise any of the above rights, please contact us using the details set out above.

How to complain

If you have any concerns about this Privacy Notice or how we handle your personal data, please contact the Data Protection Officer using the following contact details:

By E-mail: DPO@lshtm.ac.uk

By Post: London School of Hygiene & Tropical Medicine

Data Protection Officer

Keppel Street London

WC1E 7HT

If we are unable to adequately address any concerns you may have about the way in which we use your personal data, you have the right to lodge a formal complaint with the Information Commissioner's Office (ICO).

The ICO may be contacted using the following contact details:

By post: Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113 ICO