



Full processing statement for the RCP enquiry 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 relating to the RCP enquiry service, why we hold it, how we protect it and what your rights to access are.

What we do with your data

The RCP Library maintains records of enquiries sent to the library through the RCP web contact form (<https://www.rcplondon.ac.uk/contact>), and emails sent to enquiries@rcplondon.ac.uk and library@rcplondon.ac.uk. Enquirer names and contact details, and enquiry details, are retained in Microsoft Outlook. The RCP Library may forward your enquiry to the appropriate RCP team.

Why we need to collect and use your data

The RCP Library maintains this information in order to provide you with an enquiry service. We will use your contact details to respond to your enquiry.

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

All information managed by the RCP Library enquiry service is held and used within the UK.

How long we keep your data and why

The RCP Library retains enquiries in full for one year in order to maintain an audit trail of enquiries, and to answer follow-up enquiries and complaints. After one year enquiries are deleted from Microsoft Outlook and only anonymised statistical data is retained after that time.

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 enquiry service. For more information please contact the data protection officer.

Who to contact at the RCP and how to complain

Contact the RCP data protection officer if you have queries or concerns about the above:
dataprotection@rcplondon.ac.uk

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.