

Libraries and Information: Privacy Statement

Why we collect and use your information:

Gloucestershire Libraries and our community library partners will collect and use your personal information in order to manage your library use in accordance with the General Data Protection Regulation. Gloucestershire County Council has a duty to provide a library service under the Public Libraries and Museums Act 1964 and is the data controller for the information we collect about you. We may also use your data to better understand the services we provide and to help us build those services for the future. To fulfil our legal obligations we may also use your data to identify where there are gaps in our services.

The information we collect about you:

Gloucestershire Libraries and our community library partners will collect only the personal information we need to perform our functions. We will collect your name, date of birth, address, phone number, email address (if you have one) as well as the history of items you have borrowed and store it on our Library Management System.

How we will use the information about you:

Gloucestershire Libraries and our community library partners will use the information about you to manage your library use and to contact you when required about your library use. We may also contact you about a child's use of the library service if you are the designated guarantor for that child.

How long we keep your information for:

Gloucestershire Libraries and our community library partners will keep your personal information for the duration of your library membership. If instructed by you to end your library membership, we will keep your information for six years before it is deleted.

Who we share your information with:

Gloucestershire Libraries and our community library partners use a shared library management system which stores borrower records on a database. We do not share information elsewhere unless it is required by law, such as to prevent and detect crime or fraud.

Use of RFID tags:

Gloucestershire Libraries use Radio Frequency Identification (RFID) for stock management and books include a RFID tag and the self service kiosks read RFID tags. We would like to draw your attention to the slight risk to privacy posed by RFID. In some circumstances, it is possible that a device capable of reading the RFID tag on a library book might be able to identify the title of the book. This device may also be able to track the movements of an individual by reading the RFID tag at very close range at one location and then at another. To find out more please see our RFID Policy: <https://www.gloucestershire.gov.uk/libraries/library-strategy-and-policies/>

Your rights:

Right to withdraw consent: You have the right to withdraw your consent to Gloucestershire Libraries and our community library partners processing your information. However, if you chose to

withdraw consent, your library membership will end. If you wish to withdraw consent, please email: libraryhelp@gloucestershire.gov.uk

Or write to us at: Libraries and Information, Shire Hall, Westgate Street, GL1 2TG.

Please be aware that there may be some situations where we are still allowed to keep and use your information by law, even when you have withdrawn consent.

Access to your information:

You have the right to request a copy of the information we hold about you. This must be done in writing. If you would like a copy of some or all of your personal information, please visit our website using the link below:

<http://www.gloucestershire.gov.uk/council-and-democracy/data-protection/requesting-access-to-your-personal-information/>

Correction of inaccurate information:

You can amend aspects of your library record via our website at:

www.gloucestershire.gov.uk/libraries However you will need to visit a library in person if you need to inform us of a name change or address change, with relevant proof.

You have the right to request that the council correct information that you believe is inaccurate or incomplete. You may not always be able to change the information. However, we will correct factual inaccuracies and may include your comments in the records.

The right to be forgotten (erasure):

You have the right to request that the council delete your information when there is no compelling reason for us to continue using it. Please be aware that in certain situations we are still allowed to keep and use your information, even when you request that it should be erased.

The right to object:

You have the right to object to us using your information if we have collected it in the performance of our public tasks or when you have received marketing from us. Please be aware that in certain situations we are allowed to still use your information if there are compelling legitimate grounds to do so.

If you wish to use any of these rights, please contact our Information Management Service (contact details below).

How to contact us:

Please contact us if you have any questions about this privacy notice:

By email: libraryhelp@gloucestershire.gov.uk

In writing: Libraries and Information, Shire Hall, Westgate Street, GL1 2TG

By telephone: 01452 426973

You can contact the council's Data Protection Officer, via the Information Management Service, by emailing: dpo@gloucestershire.gov.uk or by calling 01452 324000.

Making a complaint to the Information Commissioner:

If you wish to make a complaint about how we use your personal data to the Information Commissioner's Office, you can contact them by visiting their website at <https://ico.org.uk/> or by calling 0303 123 1113.