

November 2020

Libraries and Information: Privacy Notice

Gloucestershire County Council is the data controller for the personal information we collect from you. Gloucestershire County Council will use the information about you in order to manage your library use in accordance with the Data Protection Act 2018. Gloucestershire County Council has a duty to provide a comprehensive and efficient library service under the Public Libraries and Museums Act 1964.

This Privacy Notice explains what information we collect about you, how we use it and your information rights.

What is the legal basis for our use of your personal information?

The information below shows the legal basis we are relying on to use your personal information.

Personal information (GDPR Article 6)

Our legal basis for using your personal information is:

Article 6 1(a) Data subject has given consent for processing
and

Article 6 1(e) Processing is necessary for the performance of task carried out in the public interest:

- a. in line with the Public Libraries and Museums Act 1964 to provide a library service.

How we use your information

Why we collect and use your information:

Gloucestershire County Council and our community library partners will use the information about you in order 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.

We may also use your data to better understand the services we provide and to help us build those services for the future. We may also use your data to identify if our services are fulfilling our legal obligations.

The information we collect about you:

Gloucestershire County Council and our community library partners will collect only the personal information we need to perform our functions.

We will collect:

- Name
- Date of birth
- Gender
- Address
- Phone number
- Email address (if you have one)
- The history of items you have borrowed and store it on our Library Management System.
- School that child borrowers attend (if applicable) – collected for the purposes of running the Summer Reading Challenge each year. This data is removed at the end of the challenge each September.

Gloucestershire Libraries also run activities and events. With your prior consent, we will take photographs and videos at these activities and events for use in our printed publications, website, social media sites and in the local and national press.

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 in line with the Limitations Act 1980 Section 2.

Photographs and videos held by Gloucestershire Libraries on its systems will be kept for 12 months before they are destroyed. Signed consent forms will be retained for three years. Where a photograph has been shared with the local or national press you should contact that organisation to find out how long they are kept for.

There may be a legal reason for us to keep it longer, such as if legislation requires us to.

To find further information on how long we keep your information, you can read our retention and disposal schedule at www.gloucestershire.gov.uk/retention.

Who we share data with:

Gloucestershire Libraries and our community library partners use a shared library management system which stores borrower records on a database.

Our community library partners are:

- Berkeley Community Library
- Bream Community Library
- Brockworth Community Library
- Lechlade Community Library
- Minchinhampton Community Library
- Mitcheldean Community Library
- Newnham Community Library
- Painswick Community Library

Your personal data may also be shared with regulatory and statutory bodies who assess council performance and financial spend, as well as where required by law, such as to prevent and detect crime or fraudulent activity.

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 information rights under the Data Protection Act 2018

Right to withdraw consent:

You have the right to withdraw your consent to the council processing your information. You should inform us if you wish to withdraw your consent to our use of photographs and videos of yourself or your children so that we can update our records.

You can do this by using the contact details as follows:

By email at: 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, 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. 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 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 you feel we have used it outside the remit 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 is compelling legitimate grounds to do so.

Using your rights:

If you wish to use any of these rights, please contact us using one of the methods below:

Online: <https://www.gloucestershire.gov.uk/council-and-democracy/data-protection/your-information-rights/>

In Writing:

Information Management Service
Gloucestershire County Council
First Floor, Block 4(a)
Shire Hall, Westgate Street
Gloucester
GL1 2TG

Email:

Managemyrequests@gloucestershire.gov.uk

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 32 4000.

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.