

Northumberland Libraries Privacy Notice

General Statement

This Privacy Notice is designed to help you understand how Northumberland Libraries as a part of Northumberland County Council who are registered Data Controller with the Information Commissioner's Office (ICO) will handle your personal information. It will outline why we ask for your personal information, detail the information we hold, how it is used, in what circumstances it is shared (and with whom) and how long it is kept for. It will also detail how you can exercise your rights under UK Data Protection Legislation (which includes the General Data Protection Regulations, known as 'GDPR').

We will update this Privacy Notice on a regular basis, so we recommend that you occasional review this notice to ensure you are aware of any changes. If you have any questions about this notice or our privacy practices please contact us by emailing informationgovernance@northumberland.gov.uk

Why do we ask for your personal information?

We need to collect, process and store information about library members to enable us to provide you with a service. We keep records about our library service users. These may be written down (manual records) or kept on a computer (electronic records).

We use your library records to: -

- Ensure we provide you with the services you need.
- Administer your membership by email, text, letter, telephone or in person.
- Continuously improve the library service we offer in Northumberland.
- Communicate with you, in your preferred method of contact, about activities and events happening in our libraries.
- Monitor our financial budgets in line with NCC Financial Regulations.

It is important that your records are accurate and up to date as they will help make sure that our staff are able to provide you with the help, advice or service you need.

What information do we hold?

The information we hold on our records concerns our relationship with you. The personal information we process includes:

- Name, residential address, email address, date of birth, telephone number(s)
- Details relating to your membership account including loan history of items borrowed, outstanding loan amounts, printer use and charges and reservation fees.
- Financial information including payment method
- Contact we have had with you for example, letters of correspondence, emails.
- Photographs
- Details and records about the service you have received.

We also process some sensitive information about you that is classed as 'special category' data, which receives additional protections under law, and in terms of our processing of it. The special category (sensitive) personal information we process is:

- health, medical conditions or disabilities

How does the law allow us to use your personal information?

There are a number of legal reasons (or 'lawful bases' for processing your personal data) why we are allowed to collect and use your personal information. In order to provide you with a library service, we rely on the legal basis of:

- *GDPR Article 6(1)(a) the data subject has given consent to the processing of his or her personal data for one or more specific purposes.* This means that when photographs are taken in our libraries for promotional purposes or when we want to send you library marketing material, we must have your consent first. Your consent can be withdrawn at any time.
- *GDPR Article 6(1)(b) – Processing is necessary for the performance of a contract with the data subject or to take steps to enter into a contract.* This means that processing is necessary for a contract we have with you, or because you have asked us to take specific steps before entering into a contract. For example, a library membership.
- *GDPR Article 6(1)(e) – processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.* The Council is legally required to provide a library service under the Public Libraries and Museums Act 1964.
- *GDPR Article 9(2)(h) – processing is necessary for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services.* This means we will record any health, medical conditions or disabilities you may have to enable us to provide you with a level of service that meets your needs. ie Visual Impairment.

How long do you keep my information for?

We will only hold your data as long as reasonably necessary and in line with NCC's Culture, Heritage and Libraries retention schedules which are available on our [website](#). This does mean that your data, where necessary will be retained for a period of time after you have stopped using Northumberland Libraries services.

Who will you share my information with?

Normally only our employees will be able to see and process your personal information. However, there may be times when we will share relevant information with third parties. When sharing personal information, this will be done on a strictly need to know basis and we will comply with all aspects of the Data Protection Act and General Data Protection Regulation.

When necessary or required, we may share your personal information as follows:

- Where the health and safety of others is at risk,
- When the law requires us to pass on information under special circumstances, i.e. crime prevention or the detection of fraud as part of the National Fraud Initiative.

Northumberland Libraries will not share the information you have provided for any marketing purpose. We will only send you library marketing information if you have consented to us doing so.

Who do we work with?

We work with partner organisations to deliver a library service in Northumberland.

These partners include:-

- Civica who supply our electronic library management system where we store your membership information.
- We use Netloan to ensure that we can create a unique login linked to your library membership when public computers in our libraries; we are required by law to monitor the usage on these machines.

- Where you use self service kiosks, your library information will be securely shared with the self service provider (Bibliotheca) to allow identification.
- KBR supply our WiFi in libraries and will also be legally obliged to monitor your usage.
- Capita provide our payment system so we need to share your card information with them to process your payments by card.

Please note that if you choose to use electronic resources from the below partners and providers you will be signing up to their services. This makes them a data controller in their own right so you will need to review their Privacy Policies as their processing falls outside of the scope of our privacy notice.

- BorrowBox you are required to sign up to an account with them directly
<https://www.borrowbox.com/privacy-policy/>
- PressReader you are required to sign up to an account with them directly
<https://care.pressreader.com/hc/en-us/articles/205818089-Privacy-Policy>
- Theory Test Pro - online resource to practice driving theory test.
<https://www.theorytestpro.co.uk/privacy/>
- The British Newspaper Archive - This is a resource that only works in libraries.-
<https://www.britishnewspaperarchive.co.uk/content/privacy>
- Ancestry Library Edition usually only works in libraries but for now due to lockdown library members can use it at home. Users gain access using their library card and PIN. You do not create an account like you would on the public ancestry website.
- Eventbrite to manage event bookings.
https://www.eventbrite.co.uk/support/articles/en_US/Troubleshooting/eventbrite-privacy-policy?lg=en_GB

Will my information be transferred internationally?

We do not envisage transferring any information about you or relation to you outside of the European Economic Area and we have a commitment from our business partners and data processors that they will honour this commitment.

What about children's data?

Children's data is collected and processed in accordance with the information above. Parents, guardians and adults acting in place of a parent are expected to ensure that children they are responsible for are aware of how their personal information will be processed by us.

Can I request a copy of my records?

The General Data Protection Regulation allows you to find out what information is held about you, on paper and computer records. You are entitled to receive a copy of your records free of charge, within a month. In certain circumstances access to your records may be limited, for example, if the records you have asked for contain information relating to another person

This is known as 'right of subject access' and applies to your Northumberland Libraries records along with all other personal records.

If you wish to see a copy of your records you should submit a Subject Access Request which is available on our website [here](#) or by contacting the Information Governance Office directly.

Do I have Other Rights?

Data Protection legislation gives you the right:

1. To be informed why, where and how we use your information.
2. To ask for access to your information
3. To ask for information to be corrected if inaccurate or incomplete.

4. To ask for your information to be deleted or removed where there is no need for us to continue processing it.
5. To ask us to restrict the use of your information.
6. To ask us to copy or transfer your information from one IT system to another in a safe and secure way.
7. To object to how your information is used.
8. To challenge any decisions made without human intervention (automated decision making).
9. To lodge a complaint with the Information Commissioner's Office
10. If our processing is based upon your consent, to withdraw your consent.

Further information

If you would like to know more about how we use your information, or if for any reason you do not wish to have your information used in any of the ways described in this notice, please tell us. Please contact the Data Protection Officer: informationgovernance@northumberland.gov.uk

You also have the right to complain to the Information Commissioner's Office if you are unhappy with the way we process your data. Details can be found on the ICO website, or you may write to the ICO at the following address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 0303 123 1113
Email: casework@ico.org.uk