



# **Library Card Privacy Notice**

| <b>Document Control</b>     |   |
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| <b>Document title</b>       | Library Card Privacy Notice   |
| <b>Purpose</b>              | To advise customers how we use and will use their personal information, privacy rights and how the law protects them in accordance with the General Data Protection Regulations (GDPR). |
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This Privacy Notice was last updated on 06/02/2023. It is regularly reviewed and may be updated or revised at any time. Please refer to this page for the most up-to-date information [Library Card Privacy Notice \(wigan.gov.uk\)](https://www.wigan.gov.uk/library-card-privacy-notice)

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes.

## 1. INTRODUCTION

Our core data protection obligations and commitments are set out in [Wigan Borough Council Primary Privacy Notice](https://www.wigan.gov.uk/council-primary-privacy-notice)

This notice provides additional privacy information for **Library Services**.

## 2. WHAT PERSONAL INFORMATION DO WE COLLECT

We collect, store and use personal information to make sure that we can carry out our work. The personal information we may collect can include, but is not limited to:

- Full name
- Date of birth
- Age
- Gender
- Address and postcode
- Email address
- Telephone number

If you visit our libraries, we may also capture CCTV images of you. We may also collect photographs, with your consent, if you attend events organised by our libraries. To find out more information about CCTV, please see [Closed Circuit Television \(CCTV\) \(wigan.gov.uk\)](https://www.wigan.gov.uk/closed-circuit-television-cctv).

We may also collect, store and use special categories of personal information. This may include, but is not limited to:

- Disability and health information
- Ethnicity

## 3. HOW DO WE USE YOUR PERSONAL INFORMATION

We use your personal information to:

- Set up your library account so you can use the library facilities, including assigning you to an appropriate borrower type (e.g. adult or child)
- Allow and record access to our public computers, audio and e-Books, e-Magazines and online catalogue
- Send you information relating to your account e.g. notifications about requested or overdue items

- Keep and maintain our membership records
- With your consent, contact you about upcoming events and activities being hosted by ourselves and third parties at our libraries
- Carry out statistical analysis so that we can monitor and improve our services.

#### **4. LEGAL BASIS FOR PROCESSING**

We are required by law to provide a comprehensive and efficient library service.

We're allowed to process personal and sensitive data for the following reasons under the General Data Protection Regulation (GDPR) Articles and the Data Protection Act:

- To comply with a legal obligation
- To protect someone in an emergency
- For a public task or statutory function
- Where there is substantial public interest
- Where you have given consent/explicit consent

#### **5. WHO DO WE SHARE YOUR PERSONAL INFORMATION WITH**

In addition to the general reasons for information sharing described in [Wigan Borough Council Primary Privacy Notice](#) we share information with:

- The supplier of the library management system which stores borrower records on a database
- The supplier(s) providing access to e-Magazines, audio and e-books, if you choose to sign up for these services
- Approved Partners and Volunteers supporting service provision – though access to data is via secure login
- Law enforcement agencies, on request, where necessary in order to prevent and detect crime and disorder, including fraud

We will not normally share your information with organisations, without your consent.

Your personal information will not be shared outside the EEA.

#### **6. HOW LONG DO WE KEEP YOUR PERSONAL INFORMATION**

Your library membership will need to be renewed every three years. Your library membership will become deactivated, and your data deleted or anonymised 12 months after expiry of your library membership or if instructed by you to end your library membership. We will not contact you when your account becomes deactivated.

Where customers have visited a library to scan a document, but a scanner is not available for customer use, staff will use .gov.uk email accounts to send the information securely (for example wage slips to evidence a benefit claim to be emailed to their personal email address). In these instances, the email and accompanying personal documents will be deleted once sent.

## **7. AUTOMATED DECISIONS**

All the decisions we make about you involve human intervention

## **8. COOKIES**

To find out how we use cookies, please see [Cookies \(wigan.gov.uk\)](https://www.wigan.gov.uk/cookies)

## **9. YOUR RIGHTS**

More information on how to seek advice in order to exercise your rights, raise a concern or complain about the handling of your personal information by the council can be found in [Wigan Borough Council Primary Privacy Notice](#)