

Halton Borough Council: Library Service Privacy Notice

By joining the Library Service, or attending activities in the libraries, you are consenting to the collection, use and disclosure of personal information you provide and we obtain in accordance with this policy.

In order to be a Member of the Library Service you must provide and allow access to this information.

Halton Borough Council is the Data Controller, the organisation responsible for the processing and control of the personal information you provide.

Personal data we collect about you

- We collect and process personal information about you in order to register you as a Library Member at the correct user type. This information includes your name, address, date of birth, email address, school where applicable, gender and telephone contact number.
- On occasion we will contact you about the library service and items relating to your membership; for example, to provide information regarding a reservation or changes to library operations.
- We also collect and process information about you when you attend events and activities, In addition to the above this can include, but is not limited to, photograph permission, Summer Reading Challenge registration, and comments forms.
- We retain your membership details in the event it is necessary to pass information to law enforcement authorities in the case of criminal investigations for the purpose of identifying misuse, safeguarding and prevent agendas.
- We collect and hold information for administration, research and statistical analysis. This includes details of stock circulation, internet access, and event attendance. Most of this is grouped statistical data which will not identify you individually and is used only to report on and help improve the service we provide.

Storage, sharing and retention of your personal information

Halton Borough Council respect and maintain the confidentiality of your personal data. We store all personal information on secure servers.

Please be aware on occasions we may need to share this information with others.

For example with:

- Members of staff at Halton Borough Council and their associated partners in relation to delivering the Library Service.
- Law enforcement agencies and other relevant third parties in connection with investigations to prevent and detect criminal activity.
- Government bodies in response to regulatory and statistical requests.

We retain your details for as long as you are an active member of the Library Service. Once you become inactive (after 1 year of no library use) we retain your details for an additional 6 years if your account has fees or stock attached to it, and for an additional 2 years if your account is clear.

Sign in sheets / event booking details are retained for a maximum of 3 months.
Photo permission details are retained for a maximum of 7 years.

Your rights

You have the right to be informed, (through this privacy notice) of what data we collect and store and under what circumstances we disclose your personal information.

You have 'Right of Access' under the General Data Protection Regulation 2018 to request a copy of your information and to know what it is being used for and how it has been shared. This is called the right of subject access.

Right to rectification – You have the right to have personal data rectified if it is inaccurate or incomplete.

Right to erasure – You have the right to have personal data erased and to prevent processing however the right to erasure does not apply in some circumstances.

Right to restrict processing – You have the right to block or suppress processing of your data however; this right does not apply in some circumstances.

To request a copy of your data or ask questions about how it is used download a copy of our form from <https://www4.halton.gov.uk/Pages/councildemocracy/Data-Protection.aspx> and send it to:

Information Governance Service,
Halton Borough Council,
Service Improvement Division,
Municipal Building,
Widnes, WA8 7QF.

Or email informationgovernanceservice@halton.gov.uk

If you are unhappy about how your data is used you can complain directly to the Council's Data Protection Officer by writing to:

Data Protection Officer,
Information Governance Service,
Halton Borough Council,
Municipal Building,
Widnes WA8 7QF.

You also have the right to complain to the Information Commissioner's Office using the following details:

The information Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire SK9 5AF.

Telephone 08456306060 or 01625 545745. Website: www.ico.org.uk

The Council's Data Protection Officer can be contacted on 0151 511 7003 or by email Peter.Richmond@halton.gcsx.gov.uk