

**Library Service Privacy Notice
Durham County Council
Regeneration and Local Services
Culture and Sport**

1. Who we are and what we do

Durham County Council
Regeneration and Local Services
Culture and Sport

The Culture & Sport Service provides a Library Service on behalf of the Council. To deliver this service requires the collection and use of personal data for the purposes of:

- Administering Library memberships which allow customers to borrow books and information
- Allow access to ICT provision within the library buildings

The Council has a statutory duty to provide a Library Service under the Public Libraries and Museums Act 1964 but membership of the Library Service is entirely voluntary on the part of the customer and not bound by statute.

For the purposes of Data Protection, Durham County Council is the Data Controller for your information.

2. What type of personal information do we collect and how do we collect it?

If you have contacted us, we will collect:

- your name and
- your contact details (address, telephone number and or email address).

Depending on the reason for your contact with us, we may also collect:

- **your age/date of birth.** To make sure that we continue to provide reading materials suitable for a customers age and reading ability.

The above data is required as a minimum in order to supply the service to you.

We will also collect financial information if necessary for administering fees and charges which may apply.

We may collect this information:

- in writing
- through conversation with you (i.e. telephone or in person) or
- via digital means such as the website.

3. What is our power to obtain and use the personal data?

Lawful basis to process personal data is outlined in Article 6 of the General Data Processing Regulations:

Lawful Basis (Article 6)

the data subject has given consent to the processing of his or her personal data for one or more specific purposes;

Public Interest/Official Authority

We collect and use your personal data to deliver the Library Service

4. What is your personal information used for?

Durham County Council is responsible for the collection and secure storage of all data collected in connection with the services provided.

Your data will only be used as follows:

1. Where you provide personal information which is essential to accessing the service.

As part of this process, when you choose to access our services; under point 1 above you will be agreeing to receive information about the service you have elected to use.

The Culture and Sport team collects and processes information about you to:

- Provide your Library membership card
- Remind you when any borrowed items becomes overdue for return
- Inform you of any fees and charges which may become payable.
- Collect any fees and charges which may become due.
- Periodic removal of data from the system and records relating to inactive use.

We do not use your data for marketing purposes.

5. Will your personal information be shared?

We will only share your personal information with the following:

- External organisations where we have a statutory obligation to share such, as for the purposes of the prevention or detection of crime or for legal proceedings.

The council shares anonymised statistical data with others i.e. national governing bodies who supply statistics.

6. How do we keep your personal information secure?

The security of your personal information is important to us. This is why we have a range of security policies and procedures to control and safeguard access to and use of your personal information. This includes the use of passwords and encryption where appropriate.

Further general details on our security arrangements can be provided on request or by visiting the website. If you suspect there may have been a data breach, or wish to make a complaint, please contact us immediately at dataprotection@durham.gov.uk.

7. How long will we keep your personal information?

The reason for your contact with us will generally determine how long we keep your data for. We will only keep any or all of your information for as long as it is necessary and proportionate to do so.

For example:

We hold your personal information in relation to the services referenced in section 1 for the life of their relevance and for a maximum period of one year afterwards for the purposes of audit and compliance.

Further details on our retention guidelines can be provided on request.

8. Is your personal information processed outside the European Union (EU)?

We do not process your personal information outside the EU.

9. Marketing (if applicable)

At no time will your information be passed to organisations external to us and our partners for marketing or sales purposes.

10. What are your Information Rights?

Your Information Rights are set out in the law. Subject to some legal exceptions, you have the:

- Right to be informed – this notice is provided to you by the Council in compliance with this right.
- Right of access – Please see www.durham.gov.uk/inforights
- Right to rectification – if you believe any information we hold about you is inaccurate, please let us know.
- Right to erasure – in some circumstances you may have a “right to be forgotten”. You will need to contact us and tell us what personal information you want to have erased. We will let you know if we can comply with your request and give reasons if we cannot.
- Right to restrict processing – if you are not happy with the way we are processing your data, you can ask us to stop processing it. We will let you know if we can comply with your request and give reasons if not.
- Right to data portability – if you have consented to us processing your data by automated means, and you request a copy of your data, we will provide it to you in an organised, frequently used and machine readable form within 1 month (or 3 if the request is complex).
- Right to object – this right applies if the lawful basis for processing your data is something other than consent. You will need to contact us and explain the nature of your objection. We will respond to your objection within 30 days.
- Rights related to automated decision making and profiling – if we apply automated decision making or profiling, you may have the right to request human intervention. You should contact us and set out your concerns. We will respond to you once we have considered your concerns.

To learn more about these rights please see the Information Commissioner’s Office (ICO) website.

If something goes wrong with your personal information, or you have questions about how we use it, please contact the Data Protection Officer at DPO@durham.gov.uk.

If we have not been able to deal with your complaint, you can also contact the ICO:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5 AF

Telephone: 0303 123 1113 (local rate) or 01625 545 745

Fax: 01625 524 510

