

LIBRARIES AND INFORMATION SERVICE PRIVACY NOTICE

The North Lincolnshire Council Libraries and Information Service provides a public library service, through a number of sites and online.

Short Privacy Notice – Libraries and Information Service

The North Lincolnshire Council Libraries and Information Service provides a public library service through a number of physical sites and online.

Personal data is handled in accordance with the General Data Protection Regulation / Data Protection Act 2018 and other relevant legislation, and will not be disclosed to any other third party, unless this is allowed or required by legislation. Further details can be found in the [Full Libraries and Information Service Privacy Notice](#) on the North Lincolnshire Council Data Protection and Privacy web page. Please read and understand the full notice before submitting your information to us.

Full Privacy Notice – Libraries and Information Service

Data Controllers

North Lincolnshire Council.

Contact details

The contact details for the Libraries and Information Service are as follows:

Scunthorpe Central – Libraries and Information Service
Carlton Street
Scunthorpe
North Lincolnshire
DN15 6TX

Email: library.enquires@northlincs.gov.uk

Telephone: 01724 860161

Website: [North Lincolnshire Council](#)

Who are we and what do we do?

This Privacy Notice tells you about the North Lincolnshire Council Libraries and Information Service and explains what information is held, how it is used, how it is kept safe and secure and who it is shared with.

The services provided include the following:

- Book loan service
- Magazine and Newspaper service
- Information and reference service

- Wifi Internet service
- Public Access Computer Network
- Local History service
- Home Library service
- Book Clubs
- Mobile Library Service
- Community engagement through groups
- Group Dwellings service

The purpose of this notice

The purpose of this notice is to inform you how the Libraries and Information Service works in relation to personal information to explain the type of personal information held, how the information is used, how it is kept safe and secure, and who it is shared with.

What do we mean by personal confidential data?

Personal data relates to living persons and is information that can be used to identify an individual such as name, address and email address, and identification number. It also covers information which on its own does not identify someone, but could identify them if put together with other information.

What data do we have?

The personal data collected includes:

- Name
- Address
- Date of birth
- Email address
- Telephone Number
- Gender
- Visual images

We currently collect and process the following special category personal data:

- Ethnicity
- Information about physical and/or mental health.

What do we do with the data we have?

We use the data to:

- To process and manage your library memberships
- To create a user account for the loaning of Library resources and a record of what is borrowed
- To provide specialist services, such as services for the visually impaired
- To provide a mobile Library Service
- To administer and support book groups
- To provide educational or other Library Service programmes

- To manage and monitor access to the internet via Library computers.
- To receive payments or make refunds in relation to chargeable services
- To send marketing or communication information to promote the library service
- To communicate with you to remind when books or other resources need returning or the borrowing renewing
- To produce and analyse statistics to monitor and improve the service.

Where possible we use anonymised data for service planning, reports and statistics.

Who do we share your data with?

We may share your personal information with organisations such as:

- Other council teams.

Please note that we will only share information when necessary and when the law allows or requires us to, and we will only share the minimum amount of information. An example of when we might share information is in connection with the prevention and detection of crime or where we have reason to believe a child, young person or vulnerable adult is at risk of harm.

How do we get your personal data and why do we have it?

We collect your personal information when you sign up for a library service, use a library service and when you take part a group or event.

The lawful bases we are relying on to process personal data is:

- (a) Performance of a Contract – Article 6(1)(b) – where you have entered into an agreement for a service from the library service.
- (b) Consent – Article 6(1)(a) – for sending out communication and marketing information about the library service.
- (c) Public Interest or Exercise of Official Authority – Article 6(1)(e) – for the production of analysis information and providing services such as educational and other programmes, public internet access and the mobile Library Service. The relevant legislation includes the Public Libraries and Museums Act 1964 and the Localism Act 2011.

The lawful basis we are relying on to process special category personal data is:

- (a) Substantial Public Interest – Article 9(2)(g) – for the provision of specialist services, such as those for the visually impaired and the analysis of services.

When this lawful basis is relied upon we also have to identify which condition of Part 2, Schedule 1 of the Data Protection Act 2018 we are relying upon. In this instance this is Condition 6 – Statutory and Government Purposes. The relevant legislation includes the Care Act 2014, the Public Libraries and Museums Act 1964 and the Equality Act 2010.

Please note that we will not process your personal data for a purpose that is incompatible with the reason it was collected for unless this is allowed or required by law.

Can I withdraw my consent?

You have the right to withdraw consent for the processing of any personal data that has been collected and used on the basis of consent. Therefore you can withdraw your consent for receiving communications promoting the Library Service.

How do we store your information and for how long?

Our employees have contractual obligations of confidentiality, enforceable through disciplinary procedures and receive appropriate training on confidentiality and other aspects of Information Governance.

We take organisational and technical measures to ensure the information we hold is secure – such as using secure locations, restricting access to authorised personnel and protecting personal and confidential information held electronically. We only exchange personal confidential information using secure methods, such as encrypted email.

Your personal data is retained in accordance with national guidance and our legal obligations. Generally in this instance your information is retained for 1 to 6 years, with retention varying depending on the process. We will retain information related to sending you communications that promote the library service until you tell us you no longer want to receive them.

Your Data Protection Rights

Under Data Protection law, you have rights including:

- **Your right of access** - to ask us for copies of your personal information.
- **Your right to rectification** - to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- **Your right to erasure** - to ask us to erase your personal information in certain circumstances.
- **Your right to restriction of processing** - to ask us to restrict the processing of your information in certain circumstances.
- **Your right to object to processing** - to object to the processing of your personal data in certain circumstances.
- **Your right to data portability** - to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at customerservice@northlincs.gov.uk, 01724 297000 or North Lincolnshire Council, Church Square House, 30 – 40 High Street, Scunthorpe, DN 15 6NL if you wish to make a request.

How to Complain

The main point of contact at the council for Data Protection matters is our Data Protection Officer (DPO). If you have any Data Protection concerns about the Libraries or Information Service and want to make a complaint please contact our DPO, as follows:

Phillipa Thornley

Email: informationgovernanceteam@northlincs.gov.uk

Telephone: 01724 297000

Post: North Lincolnshire Council, Church Square House, 30-40 High Street, Scunthorpe, DN15 6NL

If you remain unhappy you can also complain to the ICO, as follows:

Website: [Information Commissioner's Office](#)

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

Telephone: 0303 123 1113