



DATA PROTECTION PRIVACY NOTICE FOR HILLINGDON LIBRARY SERVICE

Why are we providing this Notice to you

The Council, in its capacity of Data Controller, holds certain information about you ("personal data") which it needs to process for the purpose of providing the library service to its members. This Notice is designed to give you information about the personal data we hold about you, how we will use it, your rights in relation to it and the safeguards that are in place to protect it.

Further information is contained in the Council's Generic Data Protection Privacy Notice which can be found [on its website](#).

What personal data do we hold

As a member of the library, the types of data we hold and process will typically include:

- Your contact details, including name, address, email and phone number
- Your title, gender and age
- Preferred languages

The above data is obtained directly from you when you join and when you provide updates changing address.

Contact details will also be collected when someone makes a booking with us, for room hire or an event. The systems used for these functions are covered by their own privacy notices, and information shared with the library service is handled in accordance with the principles stated in this privacy notice.

In addition, as a library member we hold and process:

- Items you have on loan
- Items you have borrowed previously
- Fees and charges you have paid or that are outstanding
- Notes to update library staff with reminders and changes to your status
- Data on library public computer use

This data is obtained automatically via your use of library services, or updated manually by staff accessing your records in relation to your use and membership of the library.

Individuals volunteering or undertaking work experience are required to provide personal information. This information is handled in accordance with the council's Privacy Notice for Volunteers and the overarching council Privacy Notice.

What is our purpose for processing your personal data

The data we collect and process when you join the library enables the library service to contact you and keep a record of items on loan, items reserved and charges owed to the council.

Personal data obtained at the time of registration will be processed for the purposes of contacting you from time to time with details of the library's offer.

Personal data collected when booking library events, activities or room hire is used to administer bookings, communicate with attendees or hirers, and support service delivery.

We may use anonymised or aggregated information about library service usage to monitor performance, improve services, allocate resources, and meet statutory reporting requirements.

Personal data provided by volunteers participants is used to administer placements and volunteer activities.

Data collected through any use of library public computers enables the library service to collect statistics on use and ensure policies and guidelines are being adhered to.

If we intend to process your personal data for a purpose other than that for which the personal data was collected, we shall provide you details of that other purpose before we start processing your data.

What is the legal basis for our use of your personal data

- We have obtained your freely given and specific consent and have informed you that you have the right to withdraw it at any time
- We need it to perform a task in the public interest

What we do if your personal data is sensitive

We will only process your sensitive personal data with your consent, unless we can lawfully process it for another reason permitted by law. We will notify you if it is sensitive and as with non-sensitive personal data, you have the right to withdraw your consent to processing at any time by letting us know. Sensitive data is data revealing racial or ethnic origin, political

opinions, religious or philosophical beliefs, trade-union membership, genetic and biometric data, data concerning health or data concerning a natural person's sex life or sexual orientation.

Please note that none of this information is held or processed by the library service in the normal course of a subject's membership and usage of the library.

For how long will we hold your personal data

We will only keep your personal data for as long as we need to in order to fulfil the purposes for which it is collected and for so long afterwards as we consider it may be required to deal with any questions or complaints about the service which we provide to you, unless we elect to retain your data for a longer period in order to comply with our legal and regulatory obligations.

Organisations that we may share your personal data with

The library service will not share your personal data with any outside organisations without your consent, unless we need to comply with a legal obligation.

In accessing some of our online resources, you will be required to provide your library membership information to them.

Your rights

You have a right to access and obtain a copy of the personal data that we hold about you and to ask us to correct your personal data if there are any errors or it is out of date. In some circumstances, you may also have a right to ask us to restrict processing of your data until any errors are corrected, to object to processing or to transfer or in very limited circumstances erase your personal data. You can obtain further information about these rights from the Information Commissioner's Office at: www.ico.org.uk or via their telephone helpline 0303 123 1113.

If you wish to exercise any of these rights, please contact us at librarycontact@hillingdon.go.uk.

You also have the right to lodge a complaint in relation to this Privacy Notice or our processing activities with the Information Commissioner's Office, which you can do through the website above or their telephone helpline.

We may from time to time ask for further information from you. If you do not provide such information, or ask that the personal data we already hold is deleted or restricted, this may affect the service that we provide to you.

Updates

We may update this notice periodically. Where we do this, we will inform you of the changes and the date on which the changes take effect.

For more information on how we hold and process your data please visit [the library webpage](#).

Contacting us

Please contact librarycontact@hillingdon.gov.uk for further information.

Statutory Data Protection Officer

You may also contact our Data Protection Officer for further information:

Data Protection Officer

Legal Services Civic Centre High Street Uxbridge

UB8 1UW

Email: DPO@hillingdon.gov.uk