



Privacy Notice Cumbria Library Service

All of the information you give us will be kept safe and secure whether it is written or on a computer system. We will treat any personal information confidentially and will comply with the Data Protection Act 2018. This means that, if we keep any of your personal data we must:

- tell you what information we need to collect from you
- only use the information for the reason we have agreed with you
- not ask for more information than we need to provide the services
- let you see any information we have collected about you, on request
- keep the information safe, secure and confidential
- personal information will be deleted in accordance with council policy

About Us

Cumbria Library Service is part of Cumbria County Council. Joining the Library is free and enables you to use any of the libraries in Cumbria which are spread across Allerdale, Barrow, Carlisle, Copeland, Eden and South Lakeland. We offer a broad range of online and physical resources which are free to access with a library card which is issued to you when you become a member.

You can find out more about the service and resources we provide at:
www.cumbria.gov.uk/libraries/locations/librarylocations.asp.

Data Collection

Cumbria Library Service will collect and process the categories of data listed below for the following purposes:

- managing your library membership
- receiving and fulfilling requests for library resources
- providing appropriate information, support and services

- service quality and improvement

This data will be collected from you in a number of ways including:

- by telephone
- by email
- in person in a Library location
- online via the Library Service website

Data Categories

The following data is required for your library membership account:

- Name
- Postal Address
- Date of Birth

To receive service and membership notifications by email or text, or to contact you about library/membership issues, we also require:

- Mobile Number
- Telephone Number
- Email Address

We may also collect, store and use the following 'special categories' of more sensitive personal information:

- Gender
- Health i.e. disability
- Financial Details i.e. credit, debit card

Legal Basis for Processing Data

Cumbria Library Service relies on the processing of your personal data (such as name, age, address), and to do this we rely on the following legal bases:

- **GDPR Article 6(1)(c)** processing is necessary for compliance with a legal obligation to which the controller is subject;
- **GDPR Article 6(1)(e)** processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority

When we collect your 'special categories of personal data', (such as health, race, ethnicity, sexual orientation) we rely on the following legal bases:

- **The Equality Act 2010**
- **Public Sector Equality Duty 2011**

Relevant Legislation

These legal bases above are underpinned by acts of legislation that dictate what actions can and should be taken by local authorities, including:

- Libraries and Museums Act 1964

Data Sharing

We may share your information with partner organisations including the Library Management System suppliers (only in the context of administering the library systems).

We may also share some information with the providers of online resources accessed via the Library Services' website. (In this context, some information is shared by the customer directly).

Please see the embedded document which shows how your information is used:



Online resource
suppliers and data us:

We do not sell your information to other organisations. We do not move your information beyond the UK. We do not use your information for automated decision making.

We will sometimes need to share the information we have with other parts of the council or other public bodies or organisations. The council will make all reasonable efforts to contact you if this processing is going to have an impact on rights or privacy.

Data Security and Retention

The information you supply will be kept on a secure council system and can only be accessed by authorised employees within the Library Service.

Your personal information will be deleted, if appropriate, in accordance with our Data Retention Policy.

Using Your Data

We may contact you using the details you have provided by letter, email or telephone to inform you about:

- stock availability;
- overdue items;
- lost property;
- emergencies i.e. lost child

Please note that you will not be able to unsubscribe from administrative and service-related communications unless you unsubscribe from the relevant services.

If you inform us that you no longer wish to receive the Library's administrative communications we will take steps to avoid contacting you in the future.

Your Rights

Children and adults have the same rights over their personal data which includes:

- The right to access your personal data
- The right to request a correction when information is inaccurate or incomplete
- The right to object to your personal information being processed
- The right to have your personal data erased.

You can amend your library record via our website or by visiting a library in person. If you need to inform us of a name change or address change, please provide relevant proof.

Under the Freedom of Information Act you have the right to request a copy of the information we hold about you by contacting:
information.governance@cumbria.gov.uk.

Complaints

If you have any concerns about the information contained in this Privacy Notice, in the first instance please contact: libraries@cumbria.gov.uk

If you have concerns about the way the council has processed your data please contact our Data Protection Officer via dataprotection@cumbria.gov.uk.

You have the right to make a complaint about our handling of your personal data to the Information Commissioner's Office: <https://ico.org.uk/make-a-complaint/your-personal-information-concerns/>.

Last Updated: November 2020

