

Privacy statement – Libraries

Introduction

When you join the library, some personal data is collected and stored on the library Management Computer System by the London Borough of Camden.

The name and contact details of the data controller

The Data Controller is London Borough of Camden

London Borough of Camden,
Judd Street
London
WC1H 9JE
020 7974 4444

The name and contact details of the Data Protection Officer:

Andrew Maughan, Borough Solicitor
dpo@camden.gov.uk

The purpose of the processing

- Full name and preferred contact details (email or street address) are collected from Library Members so that we can send system generated notifications about reservations or overdue items.
- Full name and preferred contact details (email or street address) are collected from Library Members so that we can send notifications about activities and events if they have opted into this service.
- Street addresses are collected from Library Members so that we can recover nonreturned items.
- Dates of birth are collected from library members to ensure that they are in the correct borrower category.
- Gender information is collected from library members for statistical analysis and reporting purposes.
- Ethnicity and disability information are collected from library members for statistical analysis and reporting purposes. This information is not mandatory.
- Items on loan are recorded on library borrower accounts. Historical information about past loans is also kept.
- Outstanding library charges are recorded on library borrower accounts. Historical information about past library charges is also kept.

The legal basis for collecting and processing the information is:

- It is necessary for the performance of a contract, i.e. to enable library members to borrow library items and use our online resources and library PCs.
- It is necessary for compliance with a legal obligation, i.e. the council has a legal obligation to provide a comprehensive library service.

The categories of personal data:

- Mandatory information: name, address, gender, date of birth, PIN number.
- Optional information: email address, ethnicity (census categories).
- Depending on the customer's activity, the system also holds data on the items which they have borrowed and requested, and any charges that they have incurred.
 - Where appropriate, on some customer records we hold information about the customer (e.g. if they have been excluded from using the library for a period of time), or about specific transactions (e.g. if there is a pattern of waiving charges a number of times for the customer).

The categories of recipients that the council has or will disclose the data to:

The council has or will disclose the data to these organisations:

Your information will be shared with Civica UK Ltd who host the Library Management System database at two UK data centres.

If you sign up to the additional e-book and e-audio services, your borrower number is shared with the following third parties for verification of valid library membership:

- Overdrive – e-books and Magazines
- Bolinda, Borrowbox – e-audio books
- RB Digital – e-book and e-audio service
- Oxford University Press – on-line reference services
- Gale – on-line reference services
- Newsbank Inc – on-line reference services
- Pressreader – online newspapers

If you request a book or other item from a library authority via the SELMS network of libraries, your borrower number is shared with the relevant library service.

Your borrower number and PIN number are shared with the following supplier to verify valid library membership when booking a computer or releasing print jobs from a library computer.

- Lorensbergs – Netloan PC booking system

We will also undertake general data matching or data sharing in certain areas for the prevention or detection of crime. You can find out more information here:

www.camden.gov.uk/privacy.

Whether the council will transfer your data out of the EU/EEA

We will not transfer your Personal Data outside of the EU/EEA.

The criteria used to decide the retention period for the data:

Data will be retained until a library member chooses to cancel their membership. This can be done in person at a library or by logging in to the “Manage your library account” area of the library website. Library members who have outstanding loans and charges cannot cancel their membership until those matters are resolved.

Data for people whose membership has expired will be retained but anonymised. Data for people who have not used the service and have no outstanding loans will be anonymised after two years. Those library members with outstanding loans and charges will be anonymised after seven years. Those library members with no outstanding loans and charges will be deleted after seven years.

Your Data Subject Rights

You have the right to request a copy of the information we hold about you, the right to ask us to rectify, erase or restrict processing of your data, the right to ask for data portability, the right to object to automated decision making, and if we are relying on consent the right to withdraw consent at any time. There are some exemptions to these rights. Please see our website [here](#) where you can find a form to exercise the rights and the ICO website [here](#) for more information.

The right to lodge a complaint with a supervisory authority:

You can complain to the Information Commissioner's Office if you are unhappy with how the council has handled your personal data. It would be helpful if you contacted us first at dpa@camden.gov.uk to see if we can resolve the problem. You can contact the ICO at casework@ico.org.uk telephone 0303 123 1113, or post to Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Information about whether giving Personal Data is a part of a statutory or contractual requirement or obligation.

Because the Legal Basis for processing is either Performance of a Contract or Legal Obligation, please note the following consequences of failure to provide the information: Failure to provide the minimum information described above (in the Categories of Personal Data) means that the conditions of membership have not been met and library membership will not be allowed.

Automated Decision-making

We are not using Automated Decision Making for this service.

What information is mandatory for you to provide and the consequences of not providing the information:

There is no compulsion for you to provide any information because you do not have to join the library, but if you do not provide your name, street address, gender and date of birth then you do not meet the terms for membership and so membership of the library is not allowed.

**Libraries
Supporting Communities
London Borough of Camden
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