

# Privacy Notice

This document describes how and why we collect, store, protect, process and share the data you give to us. We collect personal data to help us to register you with our libraries service and manage the process of lending items.

Date of Issue: 06 April 2018

Update History:

06 April 2018	First issue of a new Privacy Notice
13 April 2022	Minor amendment to contact details of the Data Protection Officer

Directorate: Economy and Environment  
Service: Public Protection and Culture  
Team: Libraries

## About the Organisation

West Berkshire Council is the Data Controller. This means it is ultimately responsible for the data it holds about you.

Contact Address:

West Berkshire Council  
Market Street  
Newbury  
Berkshire  
RG14 5LD

ICO Registration Number: **Z6825178**  
<https://ico.org.uk/ESDWebPages/Entry/Z6825178>

## The Data Protection Officer

Contact details for the Data Protection Officer at the Council can be found at:  
[www.westberks.gov.uk/dpofficer](http://www.westberks.gov.uk/dpofficer)

## What data will we collect about you?

So that we can provide an efficient library service, we have to collect and hold personal information about you.

This information includes:

- Name
- Address
- Telephone number
- Date of birth

We may also hold:

- Records of items you have borrowed
- Charges you might have incurred
- Details of home delivery visits
- Item reservations

We don't hold:

- credit or debit card information you may share with a third party payment provider (e.g. when you pay for a subscription)
- completed paper library application forms (after they have been processed, they are securely disposed of)

### **What will we use your data for?**

The data we collect will be used to:

- set up your library account to enable you to use the library facilities
- assign an appropriate borrower category, e.g. as an Adult or Child based on your date of birth
- contact you with information relating to your account, e.g. notifications about reserved or overdue items
- with your consent, email library newsletter (you'll be able to opt-out if you wish)

### **Who will see your data?**

West Berkshire Council employees in the Library service, customer services and trained volunteer staff will have access to the data you give to us. Your data may be shared with partner organisations including:

- our Library Management Systems supplier (Civica)
- Unique Management Services (a debt collection agency headquartered in the United States in the event of fines accrued when using our library service)
- Overdrive -supplier of our ebook and e-audiobook service (a digital service in United States – you can read their privacy notice here: <https://company.cdn.overdrive.com/policies/privacy-policy.htm>)
- BorrowBox - supplier of our ebook and e-audiobook service (terms and conditions are available when you use/download this app or website)

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### **Why are we doing this?**

West Berkshire Council is required to run a library service by law (the Public Libraries and Museums Act 1964).

It is in the interests of the council as a public authority to run an effective library service, and collecting this data allows the council to do this at minimal expense to the public.

### **How long will your data will be kept?**

Your data will not be kept any longer than necessary. You can check how long the organisation will keep each type of data against West Berkshire Council's retention schedule [www.westberks.gov.uk/retention](http://www.westberks.gov.uk/retention)

### **How is your data stored and processed?**

Your data will be held on the Council's database designed for library users and will be protected using up-to-date technical and organisational security measures.

### **Transfer overseas**

Your data will not be stored or sent outside of the UK for everyday purposes, however there may be certain circumstances where your data would be shared with partner organisations overseas.

Organisations data is shared with:

- Overdrive (you can read more here - <https://company.cdn.overdrive.com/policies/privacy-policy.htm> )
- Unique Management Services (your library account may be referred to this debt collection agency if you have outstanding charges)

### **Your rights**

You have a number of rights when it comes to the data we hold about you. These are detailed on our request form ([www.westberks.gov.uk/dprequest](http://www.westberks.gov.uk/dprequest) ) that also allows you to make a request for us to take action about something.

### **Complaints**

If you've already told us we need to do something, but we haven't responded in a way you're satisfied with, you can complain to the Information Commissioner's Office (the ICO). It's easiest to do this online via the ICO website (<https://ico.org.uk/concerns/handling/> ), but you can also do so in writing to:

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

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