

Privacy Information – Libraries and Information Service

Stockton-on-Tees Borough Council is a registered data controller and we collect and use information personal to you in accordance with data protection legislation.

This document outlines what you can expect from us when you provide us with your personal information when registering as a borrower or using the library and information services.

Why are we asking for your information and how will we use the information about you?

Stockton-on-Tees Borough Council is legally required to provide a library service under the Public Libraries and Museums Act 1964. The overall aim of the Libraries and Information Service is to provide a quality, relevant, accessible and modern service which is responsive to the needs and lifestyles of the users it aims to serve.

We use your personal information to:

- register you as a member of the library service and issue you with a library card;
- enable you to use the various library facilities including online services, eBooks and computer facilities;
- enable you to attend and participate in events, activities, group sessions, training courses etc;
- allow you to hire resources;
- process late return charges, fines, or charges for other services such as printing and photocopying;
- contact you with reminders when books are overdue, your library card is due to expire, reserved items are available for collection etc;
- contact you in relation to upcoming events.

We will ensure that we have a lawful basis to collect your personal information and use it to deliver our services to you. When we collect your personal data, we may rely on the following legal bases:

- processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller;
- consent of the data subject.

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

- explicit consent of the data subject.

Our libraries are fitted with Closed-Circuit Television (CCTV) for the purposes of public safety, including the prevention of disorder or crime. The cameras are not monitored and are only accessed for specific purposes and where we have a lawful basis to do so.

Where there are customer ICT facilities available, internet and email use may be monitored where it is in the public interest or for the prevention or detection of crime.

Who will use your information?

In some instances, we may share your information with other services as part of service delivery or because we are legally required to do so, for example in relation to the prevention and detection of crime or regarding the safeguarding of children and adults.

Images from events may be shared on social media sites or used in publicity materials but only where we have received your consent.

If you would like further information about who your information is shared with, please contact the [Information Governance team](#).

What personal information do we hold about you?

In the course of delivering the above services we may process the following personal information:

- Name, address, contact details, such as phone number or email address, and date of birth
- Parental consent, where acting on behalf of a child
- Representative contact details, where appropriate
- Borrower history, including loan history and financial records
- Details of ICT access including times, dates of sessions and limited browser history
- CCTV footage of library users
- Photographs of people attending library events

We may hold special category data which could include information relating to sex, ethnicity, gender, disability, religion, caring responsibilities and any access needs such as hearing or visual impairments or difficulties with mobility. This is collected only with your consent.

In limited circumstances we may hold information relating to criminal convictions but only where necessary for the purposes of substantial public interest or where we have a lawful basis to do so. This information is held securely and only accessible to named officers.

How long will we keep your personal information?

Your information will be held in accordance with the Stockton-on-Tees Borough Council Retention Schedule.

Access to your information and correction

You have the right to request the following in relation to the personal information we hold. Subject to some legal exceptions, you have the right:

- to request a copy of the information the Council holds about you;
- to have any inaccuracies corrected;
- to have your personal data erased;
- to place a restriction on our processing of your data;
- to object to processing; and
- to request your data to be ported (data portability).

If you would like to exercise any of the rights outlined above please contact the [Information Governance team](#). If you would like further information about your rights to your information, please visit the [Council's website](#).

What happens if I don't provide you with my personal information?

If you do not provide us with the personal information we have requested, it will not be possible to deliver our library and information services to you. For more information about how this might affect you, please contact a member of the library service or the [Information Governance team](#).

Keeping your personal information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost, used or accessed in an unauthorised way. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

How to contact us

Stockton-on-Tees Borough Council's Data Protection Officer is Kate Fulton (DPO and Governance Lead).

If something goes wrong with your personal information or if you have any questions about how we use it, please contact the Information Governance team in the first instance at foiandcomplaints@stockton.gov.uk or 01642 527521.

If you remain unhappy about the way in which we have handled your personal information and wish to complain, you can contact the [Information Commissioner's Office](#).

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

Telephone: 0303 123 1113 (local rate) or 01625 545 745

Fax: 01625 524 510