

Privacy Notice Library Services



When you become a South Ayrshire Council library member, you will need to provide us with some personal data or information.

As the 'data controller' for the personal information – or data – we hold about you, **South Ayrshire Council** decides how your personal information is used /processed, and what it is used for.

This statement provides more details about this and provides information on how to get in touch with us if you need to know more.

Your personal data – what is it?

Personal data is information relating to a living person who can be identified from that data. Identification can be based on the information alone, or in conjunction with any other information. The processing of personal data is governed by the General Data Protection Regulation 2016 (GDPR) and supplemented by the Data Protection Act 2018.

What Personal Data will we collect from you?

We will only collect the personal information we need to provide you with relevant information, services and support. So you can access our library services, we need to collect the following personal data from you:

- Name
- Date of birth
- Address
- Landline telephone number
- Mobile telephone number
- Email address

And in certain circumstances your:

- IP address
- Cookie identifier
- Passport or driver licence number (where we are verifying your identity to allow you to use our computer systems as a non-library member)

We will log and keep your personal data on our library computer systems and may also hold them on our paper based systems held within each library location.

How will we use your information?

All personal data is processed only by our library staff. We will only collect the personal data we need in order to provide you with access to South Ayrshire Council's library services and to oversee the provision of this service to you. We will use your personal data to contact you: if you have any outstanding items on loan; or any holds for books or resources.

Some of our notification processes are **only** available if you can provide us with an email address. These include:

- Courtesy Reminders (3 days before an item becomes overdue)
- Overdue notifications

What is the legal basis for using/sharing your information?

Processing is necessary under the terms of the GDPR for the performance of a task carried out in the public interest or in the exercise of official authority vested in the data controller, as per Article 6(1) (e) of the GDPR, and the task or function has a clear basis in law. The main laws underpinning the library service are the Local Government (Scotland) Act 1973 and the Public Libraries Consolidation (Scotland) Act 1887 to 1920.

Who will we share your information with?

Library services will not normally share your personal information with anybody else. However, the Council has a duty to protect public funds and assist in the prevention and detection of crime. To this end, we may check the information you have given with other information we hold, share your information with other Council services, other local authorities and Police Scotland, for the purpose of protecting public funds and to prevent or detect fraud or crime.

How long do we keep hold of your information?

We keep your personal data for no longer than reasonably necessary. Your information will be retained in line with our Corporate Records Retention Schedule as follows:

When we collect your personal data	How long will be hold onto it
<i>As a Customer/Borrower of the Library Service (including the mobile library service)</i>	Current year + 1 year (from termination of your membership)
<i>As a school pupil/borrower using the school library service</i>	For the duration of your school attendance + 1 year (during which time you will be moved into the normal Customer / Borrower category above)
<i>As a non-member visitor using our internet services</i>	For the current year
<i>For those using our Children's Services Training Services</i>	Current year + 5 years
<i>If you make a donation to our Local History Service</i>	Permanently (for provenance purposes)
<i>If you make an enquiry to our Local History Service</i>	Current year + 5 years (after which we will assess if any part of the information should be retained for historic value. If we do this, the data will be anonymised)
<i>If you are suspended from our service due to anti-social, violent or aggressive behaviour</i>	Current year + 6 years

On our Library computer management system we will keep your personal data for two years, after which time your account is set to expire. If you continue to use our services, we will renew your membership for a further two years and so on until you tell us otherwise.

What are your rights?

The lawful basis for processing/using your personal data directly impacts which rights are available to you. For example, some rights will not apply, in this case we are not required to:

- erase your personal information.
- enable the right to data portability

However, you do have the following rights and can ask us to:

- correct your personal information if it is inaccurate;
- complete your personal information if it is incomplete; and
- restrict the processing of your personal information in certain circumstances

You also have the right to object to the processing of your personal information.

What are the consequences of failing to provide personal information?

Where the provision of your information to the Council is a statutory or contractual requirement, or a requirement necessary to enter into a contract, you are obliged to provide the information. If you fail to provide the required information, we will be unable to provide you with a library service.

Do you require this statement in a different format?

Please contact us if you require this information in an alternative format.

How can you get in touch with us?

If you wish to obtain any records held by the Council relating to you, or if you have any general data protection queries, please contact the Council's Data Protection Service at:

Data Protection Officer
South Ayrshire Council
County Buildings
Wellington Square
Ayr
KA7 1DR

Email: DataProtection@south-ayrshire.gov.uk

Telephone: 01292 612 223

Are you dissatisfied with the way your Personal Information has been handled?

If you are unhappy with the way we have dealt with your personal information, you can complain to the Council's Data Protection Officer using the contact details noted above. If you remain dissatisfied after contacting us, you have the right to complain to the Information Commissioner (<https://ico.org.uk/for-the-public/>):

Information Commissioner's Office – Scotland
45 Melville Street
Edinburgh
EH3 7HL

Email: Scotland@ico.org.uk

Telephone: 0303 123 1115