Libraries Unlocked Privacy Notice

This privacy notice applies to the Libraries & Learning service provided by Worcestershire County Council and should be read in addition to Worcestershire County Council's Full Privacy Notice and the [Adult & Community Learning Privacy Notice](http://www.worcestershire.gov.uk/directory_record/5060/adult_and_community_learning_privacy_notice).

The privacy notice will cover:

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# Purpose for processing

Libraries unlocked requires a software/hardware solution for controlling the library during unstaffed periods allowing recognised library members access to the building with the ability to carry out all normal library functions. Personal information is collected via the Library Management systems. The services process personal information to manage and administer Libraries Unlocked either directly or jointly with partners and commissioned private and third sector providers. CCTV will be in place to monitor and record all activity within the library for the purposes of security. This includes:

* Delivering library and learning services including:
  + General library membership and use
* Independent use of services during Libraries unlocked hours
* To confirm identity to provide services
* To contact and communicate with individuals - This is agreed through application as to how individuals want to be contacted or not at all.
* To meet various legal requirements and statutory obligations
* For general processing where consent for us to do so has been agreed
* Preventing or detecting of fraud or crime
* Research using anonymised personal data. If we wish to use your identifiable personal data we will seek your permission.

# Personal information collected and lawful basis

The service processes personal information which is relevant to individual cases which may include, but is not limited to, the following personal data:

* Your Personal Details including name, address, date of birth, home and mobile phone numbers, email address, emergency contact name and number
* Library card number
* People captured through CCTV monitoring/Recording
* Alternative contact details and meeting location for any group bookings

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The legal bases for processing this personal information are:

* Contract for the supply of services
* Compliance with a legal obligation
* Tasks carried out in the public interest or in the exercise of official authority
* Consent for research questionnaires

# Who we may share your information with

We may need to share the personal information you have given to us or we’ve collected about you with partner organisations where relevant to the individual and/or their service provision. These include but are not limited to:

* Other Worcestershire County Council services as appropriate including Legal Services
* National Regulators and Agencies
* CCTV will only ever be shared with Emergency Services e.g., Police and Fire Service as and when required. A request to external organisation for the disclosure of personal data to the police form will be completed.



Information will only ever be shared when it is strictly necessary to help us provide effective services. We will not pass it onto any other parties unless required to do so by law or in all reasonable circumstances the disclosure is fair and warranted for the purposes of processing or subject to a data protection exemption.

We have specific data sharing agreements in place with local agencies and sometimes the law requires that we may have to pass your details on to a third party, for example, to prevent crime.

# How long we will hold your information

We retain your personal information for 2 years after your membership of the library ceases. Inter library loan request forms are disposed of as soon as the loan request has been fulfilled.

CCTV records will be deleted within 30 days of the recording. These will only be viewed by trained staff within the library as and when a need has been raised. Images and information obtained from the surveillance camera system will not be kept for longer than necessary to fulfil the purpose for which they were obtained in the first place.

More information about our retention periods can be found in our [summary Disposal](http://www.worcestershire.gov.uk/info/20569/how_we_use_your_information/1725/full_privacy_notice/6) [Schedule](http://www.worcestershire.gov.uk/info/20569/how_we_use_your_information/1725/full_privacy_notice/6).

Please note stated retention periods may be subject to any legal holds imposed under the Inquiries Act 2005 that may concern the information and override standard retention periods.

# Your information rights

You are entitled to a copy, or a description, of the personal data we hold that relates to you, subject to lawful restrictions. Please go to our [Make a Data Protection Request webpage](http://www.worcestershire.gov.uk/makeadataprotectionrequest) to find out how to make a request.

You may be entitled to rectification, restriction, objection, and erasure of your personal information depending on the service and legal basis. Please in the first instance contact [CBrown@worcestershire.gov.uk](mailto:CBrown@worcestershire.gov.uk), Service Manager Libraries & Culture, to exercise these Information Rights or call the main Worcestershire County Council contact telephone number of **01905 765765.**

Please see our overarching Privacy Notice (<http://www.worcestershire.gov.uk/privacy>) for further contact details and if you have a complaint about your information rights.

# Changes to this notice

We keep this Privacy Notice under regular review and we will place any updates on this web page. This Notice was last updated on 26 January 2022.