

Privacy notice – Libraries

Who we are?

Derby City Council is the local government unitary authority for Derby City. Our address is The Council House, Corporation Street, Derby, DE1 2FS. You can contact our Data Protection Officer on 01332 640763 or by email at data.protection@derby.gov.uk

How do we collect information from you?

We collect information from you when you visit www.derby.gov.uk or www.inderby.org.uk/libraries ; also when you contact us in writing, speak to us on the phone, by email or any other type of electronic communication, or talk to us face to face.

What types of information do we collect from you?

We collect different categories of information about you, depending on the service you want from us and/or the reason why we need to process information relating to you. This could be personal information (for example your name and address), or other more sensitive data that we would only collect and use in very particular circumstances that are set out in law.

How is your information used?

Derby Libraries holds your data for the sole purpose of recording and managing your membership and for no other purpose. The information we collect includes, but is not limited to, your name, address, date of birth, e-mail; it also includes information about the books you have on loan, your loan history, any fines/charges currently on your account (if applicable) and your fine/charge history (if applicable).

Your information will be processed in accordance with the Library service contract. Your consent will be sought as and when required.

Research and statistics

Anonymised and pseudonymised data may be used for research & statistical purposes. Any data collected may be used for research and statistical purposes that are relevant and compatible with the purpose that the data was collected for.

Who has access to your information?

- DHA – (Direct Help and Advice Ltd) a charitable organisation who has taken over running 10 of Derby's Libraries. They have access to this data for the sole purpose of recording and managing your library membership and for no other purpose.
- Sirsi Dynix, our Library Management System provider and host, for the purpose of system maintenance
- EMLIB – the East Midlands Library Consortium is comprised of the following 6 local authorities – Derby, Derbyshire, Nottingham, Inspire (Nottinghamshire), Leicestershire and



Rutland. In certain, limited book stock related circumstances EMLIB partners will be able to see your name and library ticket number. However, they cannot access your full personal details as the Library Management System prevents them from being able to do this.

- In accordance with the Data Protection Act 2018, we may be required to share your information with statutory agencies; this will be in limited circumstances, such as to assist with the prevention of crime.

We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes.

What are your rights in relation the personal data we process?

- Right to have your data rectified where you believe it is inaccurate
- Right to erasure, where you would like your data removed from the LMS system, unless we have a specific legitimate legal basis to keep it
- Right to restrict your data being processed in certain circumstances
- Right to object to the processing of your data unless we can show legitimate grounds for continuing the processing.
- Right to withdraw consent to your data being held at any time (NB: withdrawal of consent to hold your data will compromise your membership of the library service)
- Right to withdraw consent for data sharing at any time.
- Right to challenge automatic decisions - you have the right to challenge a decision that affects you that has been made automatically without human intervention, for example an online form with an instant decision.

How long will we keep your information for?

We keep and dispose of all records in line with our record retention schedule; information about this is at <https://www.derby.gov.uk/retention-schedule/>. We will comply with Data Protection legislation.

What security precautions in place to protect the loss, misuse or alteration of your information?

While we cannot guarantee the security of any information you transmit to us and recommend that you take every precaution to protect your personal information, we are strongly committed to Data Security and will take reasonable and appropriate steps to protect your personal information from unauthorised access, loss, misuse, alteration or corruption and there are physical, electronic and managerial procedures in place to safeguard your information.

Keeping your data up to date

We want to ensure any information we hold is accurate. You can help us by promptly informing us of any changes to the information we hold about you.

Under 13

We require signed parental consent for children under 13 to enable Derby Libraries to hold and share their data on the LMS and to share with partners. If you are accessing online services and



are under the age of 13, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

Cookies

What are Cookies and why are they used?

Cookies are small text files which identify your computer to our servers. They are used to improve the user experience. View what cookies we use and how you can manage them at <https://www.derby.gov.uk/site-info/about-cookies/>.

Complaints

If you would like to make a complaint regarding the use of your personal data you can contact our Data Protection Officer;

By Post: Information Governance

The Council House,
Corporation Street,
Derby, DE1 2FS

By phone: 01332 640763

By email: data.protection@derby.gov.uk

For independent advice about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO):

By Post: Information Commissioner's Office

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

By phone: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number

Alternatively, visit ico.org.uk or email casework@ico.org.uk.

