



Privacy notice – Library Services

This notice provides details of what information we collect from you, what we do with it, and who it might be shared with.

Identity and contact details of the controller and the data protection officer

Falkirk Community Trust (the Trust) is the data controller. You can contact the data protection officer at:

*Data Protection Officer
Falkirk Community Trust
Suite 1A
The Falkirk Stadium
4 Stadium Way
Falkirk
FK2 9EE*

dpo@falkirkcommunitytrust.org

Why do we collect this information?

The information is being collected for the following purpose/s:

1. To allow us to provide you with a library service and process and maintain your library membership.
2. To allow public use of Internet access within libraries and through our wireless network.
3. To provide a Home Library Delivery Service.
4. To record participants in library events and groups.
5. To process your personal data to input to the online National Entitlement Card (NEC) Card Management System.

<https://www.entitlementcard.org.uk/sites/default/files/PrivacyNotice.pdf>

The legal basis each purpose is set out below:

Legal basis	Purpose
Consent	4
Performance of a contract	
Legal obligation	
Vital interests	
Task carried out in the public interest	1, 2, 3 & 5
Legitimate interests	

If we provide you with the Home Library Delivery Service, this requires that we collect and hold special categories data (personal data which the General Data Protection Regulations

say is more sensitive, and so needs more protection) in relation to your health. Our legal basis for processing this special categories data in relation to your health is your explicit consent.

We provide a library service in accordance with the following legislation.

- Public Library Consolidation(Scotland) Act 1887
- Local Government (Scotland) Act 1973

What information do we collect about you?

1. We collect your name, address, date of birth if the membership is for a person under 16 years of age and will hold other contact details such as phone number, mobile phone number and email address if provided. We will also collect details of date of birth, gender and language if you provide them. Our computer system gathers the following information as you use the library

- Details of items on loan and those items previously borrowed and returned
- Details of items requested
- Details of any money owed
- Notes and comments placed on your library record by staff in connection with your use of the library

2. When you use the internet on our public pcs or wireless network the dates and times of your computer use are recorded as are the sites you visit.

3. If you are registered for the Home Library Delivery Service we will also hold details of your reading preferences and information regarding visual impairment and mobility impairment which is relevant to the delivery of the service.

4. If you are attending as a participant in library events and groups, we collect your name and contact details (which may be a postal address, email address and/or phone number).

5. To help you with your application for a NEC card, we process your name, address, date of birth, email address, condition of entitlement, gender and a photograph.

Where do we collect information from?

We collect information from you or a third party acting on your behalf, for example, a carer, a parent or guardian if you are under 16 years of age, a solicitor, a councillor, another family member.

Who might we share your information with?

Falkirk Council established the Trust in 2011 and the Trust carries out services on behalf of Falkirk Council. We may share your information with Falkirk Council. They are our information governance, legal, health & safety, financial, IT, child protection, insurance advisers, the owners of the sites that we manage, and their environmental health unit are our enforcing authority for health & safety.

We share the information for your NEC card with Falkirk Council

We may also share information with IT System administrators & suppliers for the purposes of upgrading and maintaining the systems.

We may also share your information if we are required to do so by law or with the Scottish Information Commissioner (freedom of information), the Information Commissioner (data

protection), the Scottish Public Services Ombudsman (complaints) and the Health & Safety Executive (accidents).

The Trust has a duty to protect public funds. We may check your information within the Trust and with Falkirk Council for verification purposes and/or for the prevention of fraud. We may share your information with other organisations where we are required to do so for the purposes of the prevention or detection of crime.

Will we send your information outwith the UK?

We do not transfer your information outwith the UK.

How long do we keep hold of your information?

1. We keep your information for 3 years from the end of the financial year, in which you cease to use your library membership.
2. We keep your information for 365 days.
3. We keep your special categories information for as long as you use the Home Library Delivery Service.
4. We keep your information for the current life of the group or event.
5. Any paper copies of information that may be presented are destroyed once the information is inputted into the online system.

What are my rights in relation to the information held about me?

You have the following rights:

- To see any information held about you by making a [subject access request](#).
- To withdraw consent at any time, where the legal basis for processing is consent.
- To data portability, where the legal basis for processing is (i) consent or (ii) performance of a contract.
- To request rectification or erasure of your information, where data protection legislation allows this.

Do I have a right to complain about the way information has been used?

If you have a concern about the way we are collecting or using your personal data, please let us know and we will try to resolve this. If you are still concerned, you can contact the Information Commissioner:

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

Tel: 0303 123 1113 (local rate)

Fax: 01625 524 510

Email: casework@ico.org.uk

Do I have to provide my personal data to you?

If you want to be a member of the Trust's library service, use its pcs, be registered for its Home Library Delivery Service, participate in library events and groups or apply for a NEC card then we need to know the information set out above.

Do you use any automated processes to make decisions about me?

We do not use automated decision making processes

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