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Service Area:	Education, Planning & Strategy
Work Area:	Libraries
Contact Details:	01443 864068 libraries@caerphilly.gov.uk
Privacy Notice Name:	Library Services
Description of Privacy Notice:	This privacy notice will explain how Caerphilly Library Service will use your information to provide the various library services available.

How we will use your information

Purpose and legal basis for using your information

Purpose of processing

Caerphilly Library Service collects and holds customer data on the Library Management System in order to provide access to a range of library services you have signed up for.

This information will include:

- Name
- Date of Birth
- Address
- Phone Number
- Email
- Language

We may also use your information for marketing purposes in accordance with the preferences that you indicated when signing up for a library card.

Legal basis for processing

There is a public task obligation to process your information detailed below:

Libraries are a statutory service under the Public Libraries and Museum Act 1964. Caerphilly Library Service requires information from customers in order 'to provide a comprehensive and efficient library service for all persons' who visit, live, work or study in the Caerphilly Borough (section 7).

In order for the processing of personal data to be lawful under the General Data Protection Regulations 2016, a valid condition from Article 6 of the Regulations must be identified, which is outlined below:

1(e)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;

Who will have access to your information

Identity of Data Controller and Data Protection Officer

The Data Controller for your information is Caerphilly County Borough Council. The Data Protection Officer is:

Mr Carl Evans
Corporate Information Governance Manager / Data Protection Officer
Email: dataprotection@caerphilly.gov.uk
Tel: 01443 864322

Details of main users of your information

Caerphilly Library Service.

Details of any sharing of your information within Caerphilly County Borough Council

Caerphilly Library Service may need to share information from our Library Management System when required to do so by law, in relation to safeguarding concerns or when dealing with antisocial behaviour.

Details of any sharing of your information with other organisations

Caerphilly Library Service may need to share information from our Library Management System when required to do so by law, in relation to safeguarding concerns or when dealing with antisocial behaviour.

Details of any external data processors

Your information will be stored on a secured all Wales Library Management System administered by SirsiDynix.

Bibliotheca self-service kiosks are linked to the Library Management System in order for you to use this service.

Requests for information

All recorded information held by Caerphilly County Borough Council may be subject to requests under the Freedom of Information Act 2000, Environmental Information Regulations 2004 and Data Protection legislation.

If the information you provide is subject to such a request, where possible Caerphilly County Borough Council will consult with you on its release. If you object to the release of your information we will withhold your information if the relevant legislation allows.

How long will we retain your information

Details of retention period

How long Caerphilly County Borough Council retains information is determined through statutory requirements or best practice.

Your information will be held on the Library Management System unless you request to terminate your library membership, or your library account is inactive for a period of 5 years or more.

Paper Library Membership Forms are safely shredded after your data has been registered on the Library Management System.

Marketing

Details of marketing

You may have consented to your contact details being used for marketing purposes. You will / have been provided with details of the marketing Caerphilly County Borough Council would like to carry out, together with any options such as how you would like to be contacted. You are able to withdraw your consent to marketing at anytime by contacting the Service Area details on the top of this form.

Your Rights (Inc Complaints Procedure)

Your rights under the Data Protection legislation

Data Protection gives data subjects (those who the information is about) a number of rights:

- The right of subject access – Application forms for this process are available on our website: [SAR Form](#)
- The right to be informed
- The right of rectification
- The right to erasure
- The right to restrict processing
- The right to object
- The right to data portability
- Rights in relation to automated decision making and profiling.

Further information on your rights is available from: www.ico.org.uk.

To enact your rights please contact the service area detailed on the top of this form.

Complaints Procedure

If you are unhappy with the way that Caerphilly County Borough Council has handled your request / information, you have the right of complaint. Please contact the Service Area detailed at the top of this document outlining your issues.

If you remain unhappy you also have a right of complaint to the Information Commissioner's Office. Please follow this link for further information on the complaints process.

www.caerphilly.gov.uk/My-Council/Data-protection-and-freedom-of-information/Questions-and-complaints

Summary Privacy Notice

How we will use your information

We will use your data to administer the library service. We are relying on the public task legal basis as outlined in Article 6(1)(e) of the UK GDPR. Your data may be shared when required to do so by law, in relation to safeguarding concerns or when dealing with antisocial behaviour. Your data will be kept until you no longer wish to use the service or we identify your library account as inactive after 5 years.

You have a number of rights in relation to the information including the right of access to information we hold about you and the right of complaint if you are unhappy with the way your information is being processed.

For further information on how we process your information and your rights please click the following link:

[{Hyperlink to Full Privacy Notice on our website}](#)