



Wakefield Libraries Transparency Notice

We take your privacy seriously and will only use your personal information for the purpose(s) listed in section 2 below. This notice provides details of how the Council collects and uses information (data) about you.

We will keep your information (data) secure at all times.

1. Who we are.

a) The Controller for the information we hold is Wakefield Council. Contact details:

Telephone: 0345 8 506 506

Email: customerservices@wakefield.gov.uk

b) If you have any queries regarding your information that we are using for the purpose outlined in section 2, please contact the Controller's representative. Contact details:

Support Services

Wakefield Libraries and Information Services

Wakefield One

PO Box 700

Burton Street

Wakefield

WF1 2EB

Telephone: 01924 302210

Email: lib.admin@wakefield.gov.uk

c) The Council's Data Protection Officer is the City Solicitor: Contact details:

Telephone: 01924 305211

Email: dpo@wakefield.gov.uk

2. How we use your data:

Wakefield Library Service needs to collect the following information about you to provide their service:

Name

Address

Date of Birth

Telephone number

Email address

Records of items you have borrowed

Record of any charges incurred

Record of home delivery visits

Record of book requests

Printing account credit and transaction details

We use this information to:

Set up your library account so you can use the library facilities (e.g. book borrowing and IT use)

Set up a Papercut account so you can use the library facilities (e.g. photocopying/printing)

Assign you an appropriate borrower type, e.g. Adult, Teenage, and Child

Send you information relating to your account, e.g. notifications about requested or overdue items

Publicity about events

To enable us to provide our service to you we will share your information with:

Our Library Management Supplier

Should you decide not to provide any of the information we request from you we will not be able to assess your needs and deliver the appropriate services

3. What authority does the Council have to collect and use this information?

To provide you with information, and services that you request from us

To notify you when requested items are available for collection

To send pre overdue and overdue notices

To improve our service

Deal with complaints and comments

Prevent and detect fraud or crime

Update you about changes to our service

Remind you when you haven't used the service for a while

Inform you of changes to mobile and home library service routes

We will not normally share your information with organisations other than our partner organisations without your consent; however, there may be certain circumstances where we would share without consent such as where we are required to do so by law, to safeguard public safety, and in risk of harm or emergency situations. Any information which is shared will only be shared on a need to know basis, with appropriate individuals. Only the minimum information for the purpose will be shared.

4. How long will we keep your data?

We will keep your personal information collected for the purpose(s) detailed in section 2 for a period of 3 years after which time it will be deleted from our systems. The reason for keeping information for this period of time is business need until your library card expires. Exceptions to this are where there are credits/debits owing to the library service your information will be kept until the account is cleared, up to a maximum period of 84 months.

5. Your rights and your personal data

Under the GDPR you have the following rights:

Right of Access

You have a right of access to the personal information that the Council holds about you, and/or the right to be given a copy of the data undergoing processing.

Right to Rectification

You have the right to request that the Council corrects any personal data if it is found to be inaccurate, incomplete or out of date.

Right to Erasure

In certain circumstances, you may have the right to request your personal data is erased.

Right to Restriction of Processing

You have the right, where there is a dispute in relation to accuracy or lawfulness of processing of your personal data, to request that a restriction is placed on further processing.

Right to Portability

You have the right to request the Council provide you with your personal data and where possible, to transmit that data directly to another data controller. However, this only applies to data that you have provided to us and not to all the information that the Council holds about you.

Right to Object to Processing

In certain circumstances, you may have a right to object to the processing of your personal data.

Automated Decision Making

Part of our process includes automated decision making. You have a right to not be subject to a decision based solely on automated processing.

Right of Complaint

You have a right to lodge a complaint with the Information Commissioner, please find contact details below.

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

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

To exercise any of your rights, you should contact the Data Controller's representative as shown in section 1b.

6. Further processing

If we wish to use your personal data for a new purpose, not covered by this Transparency Notice, then we will provide you with a new Transparency Notice explaining the new use, relevant purpose and processing conditions, prior to processing the data.