



Library Service Privacy Notice

Thank you for applying to become a member of Hull's Public Library Service which is managed on behalf of Hull City Council by Hull Culture and Leisure Ltd.

Hull Culture and Leisure Ltd provide many services. In this instance your personal data is being collected and will be processed by Hull Culture and Leisure Library Services.

1. Data Controller

Hull Culture and Leisure Ltd is the controller for the personal information we process, unless otherwise stated.

You can contact us, including by phone, email, and post. More details can be seen [here](#).

Our postal address is:

Hull Culture and Leisure Ltd
Pacific Exchange,
40 High Street,
Hull
HU1 1PS

Email address: info@hcandl.co.uk

2. Data Protection Officer

Contact details of the Data Protection Officer:

Michelle Alford
Library Services Director
Hull Culture and Leisure Ltd
Pacific Exchange,
40 High Street,
Hull
HU1 1PS
Tel: 01482 614282
Email: michelle.alford@hcandl.co.uk

3. Legal Basis

General Library Membership

The legal basis we use to process your data is 'contract' because you have requested to become a member of Hull Culture and Leisure Library Services. In order to use our library services it is necessary for us to process your personal data.

Library Promotions

If you choose to receive promotional information about the events, activities and services provided by Hull Culture and Leisure Ltd you need to give us your 'consent'

to allow us to send such information to you. If you choose to receive our promotional information we will not share your personal data with any of our partners for promotional purposes nor will we sell your data to a third party. You will also be able to 'opt out' of receiving such information at any time, we will make it clear to you how you can do this easily on all promotional material sent to you. We may use anonymised data for statistical purposes and share statistical data with our partners.

4. Personal Data We Collect and Process

Anyone can visit our libraries and use many of our resources and services. However if you wish to join the library to access a service which requires you to be a library member we will need to collect some or all of the following information from you:

- Name
- Address
- Mobile phone number
- Email address
- Date of birth
- Gender

Without the above information we may not be able to provide you with some library services.

We will also need to see proof of your identity but will not retain a copy of this information we will simply record the proof of identity we have seen.

5. How we will use your personal data?

The personal data we collect from you will be used to:

- Record library resources that are on loan to you,
- Record your borrowing history to alert you if you have previously borrowed materials,
- Contact you to alert you:
 - When an item you reserved is available for you to collect,
 - In order to help you to avoid incurring late charges by informing you that have items due for return/renewal,
 - When items you have borrowed are overdue,
 - When there are changes to services and events,
 - When new materials, services and events are introduced.
- Help us make decisions when purchasing new resources, planning new, or changes to, services and events
- Record details of the support given to you as evidence for our funders (we will be clear with you when we need to do this)
- To evaluate our services to improve them and bid for funding – we will not share your data with other organisations if we do this

6. Who will have access to your personal data?

Your personal data will only be processed to provide you with library services. The people who access your data will only be able to do so if they have a business need to process it in order to provide you with the requested service. The people who process your data will be:

- Employees and casual workers of Hull Culture and Leisure Ltd,
- Volunteer workers for Hull Culture and Leisure,

- Third party providers who have a contract or Service Level Agreement to provide services on behalf of Hull Culture and Leisure Ltd, for example e-book providers. These organisations will only process your data if it is necessary for them to deliver the requested service and will do so within the requirements of GDPR. Third party service providers will also have privacy notices which should be read in conjunction with this notice.
- HCL board members if they have a business reason to do so,
- Partner organisations with which we share systems, for example some school libraries share our library management system. We have agreements in place with these organisations and they cannot do anything with your data unless we have instructed them to do so. They will maintain the security and privacy of your data.

7. Keeping your data safe

We will hold your data securely and only keep it for as long as you want to access library services, unless we have a legal basis to retain it, for example if you no longer wish to use library services but still have materials on loan from us.

8. Sharing your data

We will not share your information with any third parties for the purposes of direct marketing unless we have made it clear to you at the time you give it to us.

We use data processors who are third parties who provide elements of services for us. We have contracts or Service Level Agreements in place with our data processors. This means that they cannot do anything with your personal information unless we have instructed them to do it. They will not share your personal information with any organisation apart from us. They will hold it securely and retain it for the period we instruct.

In some circumstances we are legally obliged to share information. In any scenario, we'll satisfy ourselves that we have a lawful basis on which to share the information and document our decision making and satisfy ourselves we have a legal basis on which to share the information.

9. Deleting your data

If you make a request for your personal data to be removed from our systems we will do so within one calendar month of receiving your request unless we have a lawful reason to continue processing your data, for example if you have items on loan from us or have an outstanding account with fines or charges owed to us.

If we delete your data we will do so securely.

10. Your rights in relation to your data:

You have the right to:

- Be informed- we must use plain language and communicate with you clearly
- Access - we must have processes in place to respond to requests from you to see the data we hold
- Rectification - we must correct inaccurate data we hold without delay
- Right to erasure - (sometimes referred to as 'the right to be forgotten') - if you ask us to stop processing your data and delete it we must do so unless we have a lawful basis to retain it

- v. Right to restrict processing - where the accuracy or lawful processing is challenged temporary limits on the processing are required
- vi. Right to data portability – you can ask us to provide the personal data we hold, securely and in a machine readable format so you can be move, copy, or transfer it to be used across different services
- vii. Right to object – you can object to your data being processed
- viii. Rights related to automated decision making - if there is additional profiling based on the data we hold then you can object and ask to be excluded from this

Further information can be found in our [Privacy Statement](#).

11. Making a complaint

If you think Hull Culture and Leisure Ltd has not processed your personal data in accordance with GDPR you can make a complaint to our Data Protection Officer:

Michelle Alford
Library Services Director
Hull Culture and Leisure Ltd
Dock Office Chambers
New Cross Street
HU1 3AR
Tel: 01482 614282
Email: michelle.alford@hcandl.co.uk

Alternatively the Information Commissioners website will guide you on how to make a complaint to the Information Commissioners Office as the supervising authority. The link to the information is: <https://ico.org.uk/make-a-complaint/your-personal-information-concerns/>