

Privacy Notice for Bolton Library and Museum Services

**Reviewed Oct 2024
V3.0**



Bolton Libraries and Museums

Our core data protection obligations and commitments are set out in the council's primary privacy notice at www.bolton.gov.uk

This notice provides additional privacy information on how we collect, use and share personal information about you in relation to Bolton Library and Museum Services and the types of personal information we need to process, including information the law describes as 'special' because of its sensitivity.

It is important that you read this notice, together with any other privacy information we may provide on specific occasions when we are collecting or processing personal information about you, so that you are aware of how and why we are using such information.

Purposes

We collect your personal information for the following purposes:

- To deliver library and museum services including information and enquiry services
- To set up your library account so you can use the library facilities, including assigning you to an appropriate borrower type (e.g. adult or child)
- To allow and record access to our services including public computers, ebooks and eaudio books, eResources and online
- To send you information relating to your account e.g. notifications about requested or overdue items
- To keep and maintain membership records
- To carry out statistical analysis so that we can monitor, develop and improve our services
- With your consent, to inform and contact you about upcoming events and activities being hosted by ourselves and third parties at our libraries and museums

Categories of personal data

In order to carry out these purposes we may collect and obtain:

- Basic contact details about you such as name, address, telephone number, and email address.
- Date of birth
- Gender
- School

We will also hold information about your library and museum usage and contact we have had with you, such as:

- items loaned including book issue usage and transactions
- customer feedback.
- reservations and requests
- loan and borrowing history
- online activity when using the libraries computers
- charges incurred and financial details such as payments made by you to the service or debts owed by you to the service.
- family relationships
- emergency contact details

Occasionally we may also ask for more sensitive information about you, commonly known as 'special category personal information'. We may ask for these extra details because they may help us to deliver a specific service and/or activity and help us to improve our services:

- disability information
- ethnic origin.

Legal basis for processing

The legal basis under **Article 6** of the UK GDPR for processing your personal information is:

(e) – public task: the processing is necessary to perform a task carried out in the public interest by providing and maintaining the library service under the Public Libraries and Museums Act 1964

(a) – consent: from time to time, we send out information to library users about upcoming events. We will only contact you with promotional or marketing information if we have your explicit consent to do so in you having signed up to our Mailouts. You can use the unsubscribe link at the bottom of email messages to remove your details from our mailing database.

The legal basis under **Article 9** of the UK GDPR for processing special category data is:

(g) – substantial public interest: the processing is necessary for reasons of substantial public interest in order to comply with UK legislation i.e. to ensure we abide with the Equality Act 2010

If you visit our library and museum premises, we may also capture CCTV images of you. To find out more information about CCTV, please view the CCTV privacy notice on our website.

Information sharing/recipients

We may share personal information about you with the following types of organisations:

- Library and museum system suppliers. For example, where they might host, support and maintain our systems, and/or process your data on our behalf
- Greater Manchester Library Consortium partners (if you choose to opt for Consortium membership). This allows you to borrow or reserve books from libraries in Bury, Blackburn with Darwen, Manchester, Oldham, Rochdale, Salford, Stockport, Tameside, Trafford and Wigan. As such we may also obtain or receive information from these partners to support wider operation of the Consortium membership scheme
- Approved partners and volunteers supporting service provision. For example, as part of the Bolton Digital, Employment and Skills initiative details of customers, including phone numbers and email addresses are shared with volunteers (Community Champions) to facilitate the booking of digital one to one appointments (of which you will be made aware of on sign up)
- Other relevant services in the council. For example, when they are required to help us provide the services you have requested or when it is necessary to answer an issue you have raised that is beyond the expertise of the service

We may on occasion be asked to provide your personal data by relevant authorities with regulatory powers such as the police, government departments and other local authorities for the purposes of the prevention or detection of crime and/or the apprehension or prosecution of offenders without the permission of the data subject. The Council will consider such requests on a case-by-case basis.

Data Transfers beyond European Economic Area (EEA)

All council data is processed wholly within the UK

Automated Decisions

For this service all the decisions we make about you involve human intervention.

Data retention/criteria

We will only keep your personal information for as long as the law specifies or where the law does not specify this, for the length of time determined by our business requirements.

Rights of individuals

You have certain rights in relation to the council's use of your personal information.

To find out more about how these rights apply in particular circumstances, please refer to our Guide to exercising your rights which includes information about how to:

- exercise your rights
- contact our Data Protection Officer
- raise a concern with us
- make a complaint to the Information Commissioners Office (ICO)

If you wish to exercise your rights or to raise a concern about the handling of your personal information by the council, please contact the Council's Data Protection Officer.

You also have the right to complain to the Information Commissioner's Office if you are unhappy about how we process your information. The ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or by telephone: 0303 123 1113

Updates to Privacy Notice

We may update or revise this privacy notice at any time. If you are reading this as a printed copy please refer to www.bolton.gov.uk for the most up to date version