

## How your personal Information is used by Midlothian Library Service.

Here at Midlothian Council, we take your privacy seriously. Under the Data Protection Act 2018, you have a right to know how we use your personal information. By 'use' we mean the various ways it may be processed including storing and sharing the information.

This privacy notice explains the information we need in order to carry out Library Services. Your library membership card is not just for the borrowing of items from the library it includes other services including the use of PCs, free Wi-Fi, access to our library app and the use of external digital services.

Library Services are part of the Corporate Solutions services provided by Midlothian Council. This includes services such as HR, Legal, Finance, Registrars and the Contact Centre. More information about privacy notices for Corporate Solutions can be found on our [website privacy page](#).

### Our Privacy Promise

**We promise to collect, process, store and share your data safely and securely.**

### What lets us collect your information?

We collect and process personal data for the Midlothian Library Service under the following lawful basis:

- Public Task (UK GDPR Article 6(1)(e)): The processing is necessary for the performance of a task carried out in the public interest as part of our official functions in the Midlothian Library Service.

Where we process information as part of our official functions, we will be acting under the legislation noted below:

- Public Libraries Consolidation (Scotland) Act 1887-1920
- Public Libraries (Scotland) Act 1955

The Library Service also relies on Consent (UK GDPR Article 6(1)(a)) to maintain records of members of the library friends' groups, to send information to you about our events and for other marketing purposes. You can withdraw your consent at any time by contacting the Library Service or using the unsubscribe option provided in our communications.

### What kinds of personal data do we collect?

The personal data we collect might include your name, date of birth so we can ensure correct borrower category, address, contact details, records of items you have borrowed, any charges incurred and details of requests made. We may also retain information regarding your status as a

guarantor for children or other dependents. If you are under the age of 16 it will be necessary for a parent or carer to provide their details before we can process your application.

We may record information about hearing or sight loss where necessary for statutory and government purposes so we can make reasonable adjustments for service users, in compliance with the Equality Act 2010. Where we process this information we are relying on UK GDPR Article 9(2)(g) Substantial Public Interest and Schedule 1, Part 2, paragraph 6 of the Data Protection Act 2018.

The UK GDPR includes safeguards to protect the use of your special category data. The processing of special categories of data are undertaken with adequate and appropriate safeguards to ensure the absolute protection of individuals' most sensitive personal data. Please refer to the Midlothian Council Privacy Policy for further information.

### **How do we collect your personal data?**

We collect your personal data in a number of different ways. You might give us your personal data yourself, by entering your information in a paper form or through the Council website, by speaking directly to library staff, in writing, via email or over the phone.

We might also receive your personal data from other agencies, public bodies or local authorities providing services. If we share information regularly with another organisation, the conditions for sharing your personal data are set out in an Information Sharing Agreement.

### **Why do we need your information?**

This information is required in order to process your enquires and deliver library services to you.

Including the following purposes:

- Identify borrowing information – identifying customer use through borrowing habits allows us to purchase and target stock to the needs of library users
- Assigning you to the appropriate borrower type e.g. child or adult
- Sending you information relating to your account such as notifications about requested or overdue items
- Using statistical data to improve the services that we provide

### **How do we use your personal data?**

We use your personal information to primarily provide library services and associated educational initiatives and programmes for adults and children.

This includes:

- Joining and accessing appropriate library services by members of the public (adults and children). The service includes:
  - Mobile libraries
  - Visits in the home to housebound individuals
  - Public computing facilities, including internet access
  - Events booking including any updates regarding the events

- Friends' and reading groups
- Participation in reading challenges and other educational programmes, for example,
  - Summer and winter reading challenges
  - Bookbug's Library Challenge
  - Educational programmes to increase literacy
- Community engagement initiatives including partnerships
- Protecting visitors and employees and the prevention and detection of crime through use of CCTV, logging incidents, recording visitors in a log, and providing a lost property service. More information on Midlothian Council's use of CCTV can be found on our website.
- Hiring of rooms in libraries
- Providing work experience and volunteering opportunities

We also use this information to assess the quality of our services and evaluate and improve our policies and procedures.

We may also use information in other ways compatible with the above. Primarily this will include supporting the work of other public bodies providing services to members of the public.

### **Why do we share your personal data?**

We may share your information with partner organisations, including our Library Management Systems suppliers, but this will only be in the context of administering the system.

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.

### **With whom do we share your personal data?**

All library staff have access to the data. Library Services uses Civica Spydus as our Library Management System who processes the data on our behalf. The data is stored in the UK and not transferred to other countries.

If necessary, we will share your personal data, subject to contractual and other legal safeguards, with other agencies and authorities commissioned to provide services to you and other. We will only share your personal data if it is necessary to do so, and the appropriate conditions have been met.

We may also share your information across different departments of Midlothian Council, where it is necessary for our public tasks or functions to do so.

Where we process data for other organisations such as Transport Scotland, we will ensure that the appropriate conditions have been met.

We may also share your personal information with your family if you are a child or young person, or a customer in receipt of home delivery due to mobility issues.

### **How long do we keep your personal data?**

Your personal data is kept in line with Midlothian Council's Retention Schedule. The retention schedule sets out the kinds of information the Council creates and uses, how long it should be kept, and what should be done with it at the end of its 'life.'

#### [Our Retention Schedule](#)

When you no longer wish to remain a member of the library, your data will be deleted. Where there has been no activity on your library card for a period of 2 years your membership will lapse and information about you will be deleted.

### **Further Information**

You can find out more about how we use your information to detect and prevent fraud or crime, information collected through our website, recorded telephone calls, CCTV, the rights you have under the Data Protection Act, and how to contact us by referring to the [overarching Midlothian Privacy Notice](#)