

Fair Processing Notice - Pembrokeshire Library Service

1. Why do we collect and keep your personal information?

Pembrokeshire County Council (PCC) Library service holds and processes personal data for the purpose of providing a comprehensive and efficient library service to customers.

We collect and use your personal information so that we can assign you the correct borrower ticket [card] and entitlements; contact you regarding any items you have borrowed that are overdue; contact you regarding any library fees you may have incurred; contact you regarding any item or PC reservations you have made; provide an audit trail for the purpose of detecting/preventing fraud and illegal activity; help inform decision regarding the resources provided by the library service.

The Processing of your data is:

- Because it is necessary for the performance of this task to do so.
- Because you have given your consent to do so for marketing purposes.

2. How Information about you is used.

The information that you provide will be processed according to the General Data Protection Regulations 2016.

We have a duty to protect the public funds we administer and may use the information provided by you on this form to detect and prevent fraud, illegal activities or non-payment of fees.

We make any disclosures required by law and we may also share this information with other bodies responsible for detecting/preventing fraud or auditing/administering public funds and resources. In order to achieve this, information may be shared with other internal departments within Pembrokeshire County Council and with The Auditor General for Wales.

Your information may also be accessed by third party systems for the purpose of delivering specific aspects of the Library service, specifically:

- Lorensberg Netloan - for the purpose of managing public PC bookings and providing customer technical issues investigations and resolution.
- Bibliotheca 3M Ltd – for the purpose of providing self service loan and returns kiosk.
- Infor – for the purpose of supplying the Library Management System and providing customer technical issues investigations and resolution.

With your consent, we will also use your personal information to contact you regarding any news and events and relevant information relating to the Library service.

We will not make any disclosures to third parties for marketing purposes.

Your data will be secure and confidential at all times and we will only collect the personal information that is required for financial and audit purposes and to ensure your entitlement to certain library membership concessions.

3. How long do we keep hold of your information?

We will only hold the information provided to us for as long as is required by law and to provide you with the necessary services. Data will be held in accordance with our retention schedules and will be securely disposed of once it is no longer required. If you would like to know how long we hold specific categories of data please contact us for a copy of our retention schedule.

4. Access to my personal information?

You can find out if we hold any personal information by making a subject access request under the General Data Protection Act Regulations 2018. To make a request for any personal information we may hold you need to put your request in writing addressing it to:

Access to Records Team

Pembrokeshire County Council

County Hall

Haverfordwest

SA61 1TP

5. Your Rights.

Under the General Data Protection Regulations 2018, you have rights as an individual which you can exercise in relation to the information we hold about you:

- The right of **access** – you are entitled to request access to and a copy of, information we hold about you
- The right to **rectification** – you have the right to ask to have your information corrected.
- The right to **restrict** processing may apply – you may request that we stop processing your personal data however, this may delay or prevent us delivering a service to you. We will seek to comply with your request but may be required to hold or process information to comply with our legal duties.
- The right to **object** – this is not an absolute right and will depend on the reason for processing your personal information.

6. Complaints or Queries.

Pembrokeshire County Council endeavours to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this seriously. We encourage people to bring to our attention if they believe that our collection or use of information is unfair, misleading or inappropriate.

This privacy notice does not provide exhaustive detail of all aspects of our collection and use of personal information. However we are happy to provide any additional information or explanation needed. Any requests for this should be sent to the address below:

Jo Hendy, Data Protection Officer

Pembrokeshire County Council

County Hall

Haverfordwest

SA61 1TP

Email: dataprotection@pembrokeshire.gov.uk

Telephone: 01437 764551

If you want to make a complaint about the way we have processed your personal information, you can contact the Information Commissioner's Office as the statutory body which oversees data protection law:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

SK9 5AF

Email: caseworker@ico.org.uk Telephone No: 0303 123 1113

7. Changes to this privacy notice.

We keep our privacy notice under regular review.

