

Camden Libraries Privacy Notice

This tells you what data the London Borough of Camden collects and how we use it for our Libraries Service.

The name and contact details of the data controller and the Data Protection Officer:

The Data Controller is London Borough of Camden London Borough of Camden, Judd Street London WC1H 9JE 020 7974 4444. The DPO is Andrew Maughan, Borough Solicitor dpo@camden.gov.uk

Data we collect and what we do with it:

The purpose of the processing is so we can provide a library service to you, which includes collecting unpaid fines and recovering nonreturned items, sending system generated notifications about reservations or overdue items and sending notifications about activities and events if you have opted into this service.

Mandatory information: name, address, gender (there is a 'prefer not to say' option), date of birth, library account PIN.

Optional information: email address, ethnicity (there is a prefer not to say option) and disability information (census categories with a prefer not to say option).

Full name and preferred contact details (email or street address) are needed so we can administer your library account. Dates of birth are collected from library members to ensure that they are in the correct borrower category.

Gender information is collected from library members for statistical analysis and reporting purposes, but there is a 'prefer not to say option'. Ethnicity (there is a prefer not to say option) and disability information (with a prefer not to say option) are collected from library members for statistical analysis and reporting purposes. This information is not mandatory.

Items on loan are recorded on library borrower accounts. Historical information about past loans is also kept. Outstanding library charges are recorded on library borrower accounts. Historical information about past library charges is also kept.

Depending on the customer's activity, the system also holds data on the items which they have borrowed and requested, and any charges that they have incurred. Where appropriate, on some customer records we hold information about the customer (e.g. if they have been excluded from using the library for a period of time), or about specific transactions (e.g. if there is a pattern of waiving charges a number of times for the customer).

The legal basis for collecting and processing the information is:

Personal data: UK GDPR article 6(1):

- (e) Public task
- (c) Legal obligation under and the Health and Safety Act Work etc Act 1974, the Care Act 2014 and the Children Acts; the Public Libraries and Museums Act 1964
- (b) Contract

For special category data (ethnicity and disability (there is a prefer not to say option for those))

- Art 9(2) (g) Reasons of substantial public interest (with a basis in law) and the Data Protection Act 2018 Schedule 1 Part 2 condition is Para 6. Statutory and government purposes and Para 8. Equality of opportunity or treatment. The underpinning law is the Health and Safety Act Work etc Act 1974, the Care Act 2014 and the Children Acts; the Public Libraries and Museums Act 1964

The categories of recipients that the council has or will disclose the data to:

Your information will be shared with Civica UK Ltd who host the Library Management System database at two UK data centres. If you sign up to the additional e-book and e-audio services, your borrower number is shared with the following third parties for verification of valid library membership: Overdrive – e-books and Magazines Bolinda, Borrowbox – e-audio books RB Digital – e-book and e-audio service Oxford University Press – on-line reference services Gale – on-line reference services Newsbank Inc – on-line reference services Pressreader – online newspapers

If you request a book or other item from a library authority via the SELMS network of libraries, your borrower number is shared with the relevant library service. Your borrower number and PIN are shared with the following supplier to verify valid library membership when booking a computer or releasing print jobs from a library computer. Lorensbergs – Netloan PC booking system.

We share statistical information (number of joiners and completers, number of each sex, and age but nothing that would identify individual readers) with the Reading Agency about the summer reading challenge.

We will also undertake general data matching or data sharing in certain areas for the prevention or detection of crime. You can find out more information here: www.camden.gov.uk/privacy or scan our



code

Auto Enrolment of Primary School Children into the Library Service

The Library Service is working with all the Primary Schools in Camden to encourage children to participate in the annual Summer Reading Challenge. The benefits of reading for pleasure are immeasurable. In order to encourage more children to visit their library, complete the Challenge and visit the library on a regular basis the library service is accessing school census data held by the London Borough of Camden and uploading the data of all Primary School children into the Library Management system managed by CIVICA (referred to above). This data transfer will be securely managed by a member of Council staff uploading the data from a spreadsheet downloaded from the school census database. The data will include name; address; postcode; date of birth; gender (there is a prefer not to say option); and School attended.

The legal basis for this auto enrolment into the library is public task as detailed above. Information about the Summer Reading Challenge and informing parents or carers of the auto enrolment will be shared with parents by the schools. This process will be annual but each year only the children newly enrolled in a Camden School since the previous upload will be added. If as a parent or carer you do not wish your child to be enrolled as a library member please inform [your nearest library](#) and they can delete the information. As explained above data that isn't active will be automatically deleted after 7 years.

Whether the council will transfer your data out of the EU/EEA

We will not transfer your Personal Data outside of the EU/EEA.

How long we keep your data:

Data will be retained until a library member chooses to cancel their membership. This can be done in person at a library or by logging in to the “Manage your library account” area of the library website. Library members who have outstanding loans and charges cannot cancel their membership until those matters are resolved. Data for people whose membership has expired will be retained but anonymised. Data for people who have not used the service and have no outstanding loans will be anonymised after two years. Those library members with outstanding loans and charges will be anonymised after seven years. Those library members with no outstanding loans and charges will be deleted after seven years.

Your Data Subject Rights You have the right to request a copy of the information we hold about you, the right to ask us to rectify, erase or restrict processing of your data, the right to ask for data portability, the right to object to automated decision making, and if we are relying on consent the right to withdraw consent at any time. There are some exemptions to these rights. Please see our website here where you can find a form to exercise the rights and the ICO website here for more information.

The right to lodge a complaint with a supervisory authority:

You can complain to the Information Commissioner’s Office if you are unhappy with how the council has handled your personal data. It would be helpful if you contacted us first at dpa@camden.gov.uk to see if we can resolve the problem. You can contact the ICO at Telephone: 0303 123 1113 , live chat <https://ico.org.uk/global/contact-us/live-chat/> or webform <https://ico.org.uk/global/contact-us/>

Automated Decision-making We are not using Automated Decision Making for this service.

What information is mandatory for you to provide and the consequences of not providing the information: There is no compulsion for you to provide any information because you do not have to join the library, but if you do not provide your name, street address, gender (there is a prefer not to say option for gender) and date of birth then you do not meet the terms for membership and so membership of the library is not allowed.

Updating this Privacy Notice

This will be updated as necessary and was last reviewed in March 2024.