

TAMESIDE LIBRARY SERVICE

Information held about you by Tameside Library Service

In order to provide library services to you, it is necessary for Tameside Council to collect and hold personal information about you.

The information collected can include, but may not be limited to, as appropriate:

- Name,
- Date of birth,
- Address,
- Contact details,
- Gender,
- Ethnicity
- Disability
- Records of your transactions on your library account on the computerised Library Management System
- Delivery options for receiving notifications regarding your library account, or information about events
- Registration for/ membership of library schemes such as Summer Reading Challenge, Reading Ahead
- Home Library Service visits
- Use of public access computers
- CCTV images

We do not view or retain any credit or debit card information you may share with a third-party Payment Provider.

How will we use the information we hold about you?

We will collect information about you (where applicable) to:-

- Set up and manage your library account so you can use our library facilities
- Provide the service you requested
- Send you information relating to your account or our services, e.g. notifications about requested or overdue items, information about events and activities
- To process financial transactions
- To inform the service, or services within the council, so we can plan the provision of services and monitor performance
- To ensure we meet our legal obligations
- To protect individuals from harm or injury
- For law enforcement functions
- To prevent or detect fraud
- Enable you to participate in various library activities

Using People's Network Computers

When using any of the publicly-available computers, including use of our Wi-Fi, you are required to accept our Terms and Conditions. We may be required to provide browsing history to partner agencies on request if the request is lawful.

Who will we share your information with?

We may share your information with partner organisations and other agencies as appropriate.

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,
- When somebody may be at risk, harm or emergency situations.

Organisations and agencies we might share you data with include:

- Other Greater Manchester Libraries
- Police
- The Reading Agency

Only the minimum information for the purpose will be shared.

Accuracy of your information

It is important that we hold accurate and up to date information about you in order to deliver the appropriate services. If any of your details have changed, please ensure that you inform us as soon as possible so that we can update your records.

Deletion of your information on request

If you wish to place a request to have your library account or any other data we hold about you deleted from our systems, then please contact us specifying what system you wish to be removed from e.g. your library membership account; email marketing list. You can contact us by email information.direct@tameside.gov.uk or contact any Tameside library. Please note that a request of this type could take up to 10 working days to process.

If you have signed up to become a member of the 'Shared Library Services Initiative' across Greater Manchester, and use one library card in other authorities' libraries, then you will have to request account deletion from each council that you have signed up to use your account, as a separate record is created for each authority.

Please note there are circumstances when we may not be able to delete your information.

Processing your information

Information you share with the Council may be subject to processing by a third party organisation. We may undertake a Data Protection Impact Assessment prior to commencing any such activity and will always ensure that processing of your data falls under one of the following lawful bases';

- We have your consent;
- We have to fulfil a contractual obligation to you, or you have asked us to do something before entering into a contract;
- We have a legal obligation to process your personal data;
- We need to process your personal information to protect someone's life, this is known as a vital interest;
- We need to process your personal information 'in the exercise of public authority'. This covers the public functions, powers and obligations placed on the Council and set out in law;
- The final lawful basis is legitimate interest. As the majority of the Council's work is done as a public authority. There may be an occasion where we perform a task which is outside the scope of us being a public authority, in those instances we will perform a three part test to assess the purpose, necessity and balance of the processing to ensure your rights and freedoms are protected.

Further information

For further information on personal data please refer to (insert web address for TMBC privacy notice etc)