

<b>TCBC Service Area:</b>	Neighbourhoods, Planning and Public Protection
<b>Work area:</b>	Torfaen Library and Information Service
<b>Contact Details:</b>	Stephanie Morgan Telephone 01633 647673
<b>Privacy Notice Name:</b>	Libraries

**Data controller:**

**Torfaen County Borough Council**  
**C/o Civic Centre**  
**Pontypool**  
**NP4 6YB**

**Data Protection & Information Governance Officer:**

**Susan Bullock**  
**01633 647467**  
**Email: [dpa@torfaen.gov.uk](mailto:dpa@torfaen.gov.uk)**

**1) Have we sourced your personal data, directly from you? Yes, or from your child's school with your consent**

**2) What information does the Council collect about you?**

The Council collects and processes a range of information about you. This includes:

Title, Name, Address, DOB, gender, telephone number, email, loan history, current loans, reservations, dates/times of computer use sessions, entitlement to concessions (Registered Disabled, Student, Under 16, Visually impaired, Unemployed).

Additional information may be held for customers of our Library at Home delivery service and our Read to Me Service regarding reading preferences and health / mobility issues which affect the delivery of these services. This information is restricted to library staff and in the case of the Read to Me Service, volunteers involved in the delivery of these services.

If your child participates in the annual Summer Reading Challenge we will record their school and library borrowing visits in a card file in order to process their rewards, medal and certificate. This information is not retained after

participation statistics for Torfaen have been collected for the Reading Agency, and the prize draw has taken place.

**3) The Council may collect this information in a variety of ways:**

Application forms paper and online

**We will store your data:**

In a Membership data base within the library management software

**4) Why does the Council process your personal data?**

Data Subject gives consent for one or more specific purposes.

In order to issue loan items to a customer the service needs the customer's personal details.

**5) Special categories of personal data:**

Do we collect special categories of data, if yes please choose from the list below otherwise please choose No:

**No**

**6) Who has access to your data?**

Your information may be shared internally with:

Library service personnel who are carrying out legitimate library service transactions

**The Council shares your data with third parties because**

In order to effectively manage and provide you with a comprehensive range of service, Torfaen Library & Information Service makes use of expert third party service providers to perform functions and/or provide services on our behalf. These third party service providers ("Data Processors") may use your personal information in order to assist the Library & Information Service, or to provide the agreed Service to you on our behalf. All of our Data Processors are committed to ensuring that your personal information will be protected in accordance with data protection legislation.

- Library Management System – Sirsi Dynix. Personal data is stored in the Library Management System to enable us to manage your account, including loans, reservations and transaction history.
- Online Public Access Catalogue (Enterprise) – The only cookie used is a session ID. This is used to link the current session to the session state internally. If you delete the cookie, the login/session information is lost and you would need to log in again.
- Self-Service kiosk – Bibliotheca .Customer Data is shared from the LMS with Bibliotheca to provide library self-service circulation actions as well as providing reports on these actions.
- People’s Network Computers – Lorensberg. Your library membership data is shared from the LMS to enable identification, required for you to sign in to a library computer.

Your Library account will also provide you access to a range of subscriptions purchased by the Library & Information Service or by Welsh Government.

For these providers we do not control or process your personal data. You will need to set up an account with them to access these services.

- eBooks and eAudio provided by Bolinda (BorrowBox)  
Personal data will be used by BorrowBox to enable identification.
- RB Digital / WF Howes (E-Zines, Comics Plus)

Is the Data transferred out of the EEA?

Yes

Bolinda are an Australia based company and information may be transferred to other countries outside the EEA. Their privacy policy can be found at:  
<http://www.borrowbox.com/privacy-policy/>

RB Digital are a US based company but process data in accordance with GDPR. Their privacy policy can be found at:  
[https://www.rbdigital.com/media/RBdigital\\_PrivacyPolicy\\_2018-05-25.pdf](https://www.rbdigital.com/media/RBdigital_PrivacyPolicy_2018-05-25.pdf)

## **7) How does the Council protect data?**

The Council has internal policies in place to ensure the data it processes is not lost, accidentally destroyed, misused or disclosed. Furthermore data is not accessed by employees except in the performance of their duties.

Where the Council engages third parties to process personal data on its behalf, they do so on the basis of written instructions. These third parties are also under a duty of confidentiality and are obliged to implement appropriate measures to ensure the security of data.

**8) How long does the Council keep your data?**

The Council will hold your personal data only for the period that is necessary and will follow organisational and Local Authority standards in this area. We will keep your information in line with our Local Authority retention schedules.

Customer record details are checked with users every two years, when they are present in the library. Inactive member records are deleted during regular data cleanses.

**9) Are we making automated decisions/profiling with your data? **No****

**Your rights**

You have a number of rights you can exercise:

- access and obtain a copy of your data on request
- require the Council to change incorrect or incomplete data
- under certain circumstances you can require the Council to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing
- to know the period of time that the data will be stored for
- the right to data portability
- the right to withdraw your consent at any time
- the right to lodge a complaint with a supervisory authority (Information Commissioners Office)
- the consequences of if you fail to provide data to the Council
- the existence of and automated decision-making, including profiling and the consequences of this for you.

If you would like to exercise any of these rights, please contact :**Stephanie Morgan, Team Leader Torfaen Library & Information Service**  
[stephanie.morgan@torfaen.gov.uk](mailto:stephanie.morgan@torfaen.gov.uk)

## DOCUMENT CONTROL

<b>Title:</b>	<b>TEMPLATE – Privacy Notice</b>		
<b>Document Owner:</b>	<b>Senior Information Risk Owner (SIRO)</b>		
<b>Document Author:</b>	<b>Stephanie Morgan</b>		
<b>Reference:</b>	PN066	<b>Retention Period:</b>	<b>Until next review</b>
<b>Document Classification:</b>	Official	<b>Location:</b>	SWOOP
<b>Version / Status:</b>	Live	<b>Approved by:</b>	SIRO
<b>Current Issue Date:</b>	June 2019	<b>Next Review Date:</b>	June 2022

## REVISION HISTORY

<b>Issue Date</b>	<b>Version / Status</b>	<b>Reason for Change</b>	<b>Changed By:</b>
April 2018	1.0 Live	Form created to achieve GDPR Compliance	Sue Bullock
June 2019	2.0 Live	Reviewed. Changes to service: New LMS and self-service machines introduced	Stephanie Morgan/Sue Bullock