

## Privacy Notice — Library Membership – Adult and Children under 13 years

Some personal data is collected and stored on the Library Management Computer System by Aberdeenshire Council when you join a library. The reasons for holding this information is detailed below. The database is hosted in the UK by Civica UK Ltd and therefore, the Data Controller of the information being collected is Civica UK Ltd. Data will be processed by Aberdeenshire Council Library staff and therefore, Aberdeenshire Council is the Data Processor.

The Data Protection Officer for Aberdeenshire Council can be contacted at Town House, 34 Low Street, Banff, AB45 1AM.

Email: [dataprotection@aberdeenshire.gov.uk](mailto:dataprotection@aberdeenshire.gov.uk)

Your information is:

|  |
|--|
| Being collected by Aberdeenshire Council |
|--|

Your information is being collected to use for the following purposes:

- Full name and preferred contact details (email, mobile or landline phone no) are collected from Library Members so that we can send system generated notifications about reservations or overdues.
- Full name and preferred contact details (email, mobile or landline phone no) are collected from library members so that we can send notifications about activities and events if they have opted into this service.
- Name and preferred contact details (email, mobile or landline phone no) are collected from library members so that system generated notifications about profile matches can be sent if they have opted in to this service.
- Name and address of employer is collected from Library members who work in Aberdeenshire but are not residents.
- Temporary address is collected from Library members who wish to take out a holiday membership.
- Addresses are collected from Library Members to verify that they are residents of Aberdeenshire and so that invoices may be issued by Aberdeenshire Council for non-returned library resources.
- Dates of birth are collected from library members to ensure that they fall into the correct borrower category and receive the relevant terms and conditions specified by Aberdeenshire Council.
- Guarantor/Head of Family information is collected from library members under 16 to ensure that notifications described above are sent to an appropriate legal guardian.



- Gender information is collected from library members for profiling and reporting purposes.
- School year group, registration class and English class information is recorded for secondary school pupils for administration of school library loans.
- Items on loan are recorded on library borrower accounts. If you opt in to the One Card
- scheme, loans will be visible to staff across all local authorities that you have opted to join.
- Outstanding library charges are recorded on library borrower accounts.

The Legal Basis for collecting the information is:

|   |   |
|---|---|
| Consent                                 | ✓ |
| Performance of a Contract               | ✓ |
| Legal Obligations                       |   |
| Vital Interests                         |   |
| Task carried out in the Public Interest |   |
| Legitimate Interests <sup>1</sup>       |   |
| Public Task                             | ✓ |

Where the Legal Basis for processing is either Performance of a Contract or Legal Obligation, please note the following consequences of failure to provide the information:

Failure to provide the minimum information described above means that the conditions of membership have not been met and library membership will not be allowed.

<sup>1</sup> Please see the Privacy Notice Guidance for details of limited use of this ground for processing personal data

Your information will be shared with the following recipients or categories of recipient:

Your information will be shared with Civica UK Ltd who host the Library Management System database at 2 UK data centres.

Your information will be shared with other Scottish Local Authority Library services if you wish to opt in to the One Card Scheme.

Your information will be passed to Aberdeenshire Council finance department for invoicing purposes if your borrowed items become 49 days overdue.

Your information is accessed but not shared with the following third parties for verification of valid library membership:

Overdrive – e-Book & e-Audio Book Service  
Library Ideas – Freegal e-Music Service

Your name and borrower number is 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 and print release

Your name and email you provide, internet ID (eg IP Address, Host Name, User ID) and chat content can be accessed by but not shared with the following third party if you sign in to the live chat function on the Live Life Aberdeenshire website. Live Life Aberdeenshire will retain your email address for the purposes of replying to your questions.

LiveChat Inc. – LiveChat on the Live Life Aberdeenshire Website

The email you provide can be accessed by but not shared with the following third party if you sign in to the keep me updated section on the Live Life Aberdeenshire website. Live Life Aberdeenshire will retain your email address for the purposes of sending you updates and campaigns.

Your information will be transferred to or stored in the following countries and the following safeguards are in place:

UK and USA. LiveChat Inc. are active participants in the EU-US Privacy Shield agreement. This participation will be reviewed periodically to ensure continued membership.

LiveChat  
1 International Pl, STE 1400 Boston, MA  
02110-2619 United States of America

UK and USA. Mailchimp Inc. are active participants in the EU-US Privacy Shield agreement. This participation will be reviewed periodically to ensure continued membership. Mailchimp is an online marketing platform operated by The Rocket Science Group LLC, a company headquartered in the State of Georgia in the United States.

The Rocket Science Group, LLC 675 Ponce de Leon Ave NE Suite  
5000 Atlanta, GA 30308 USA

Data will be retained until a library member chooses to cancel their membership. This can be done in person at a library or by visiting the 'my account' area of the library website. 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 2 years. Those library members with outstanding loans and charges will be anonymised after 7 years.

The following automated decision-making, including profiling, will be undertaken:

The Library Management System automatically issues 3 reminder notifications when items become overdue. Library members set up notification preferences at the time of joining but this can be changed at any time.

If a borrowed library item becomes 49 days overdue, a loan stop is automatically applied to the member's account. The member will be referred to Aberdeenshire Council Debt Collection team who will issue an invoice.

The Library Management System automatically issues notification of reserved items awaiting collection. Library members set up notification preferences at the time of joining but this can be changed at any time.

Please note that you have the following rights:

- ☒ To withdraw consent at anytime, where the legal basis specified above is consent;
- ☒ To lodge a complaint with the Information Commissioner's Office;
- ☒ To request access to your personal data;
- ☒ To data portability, where the Legal Basis specified above is:
  - (i) Consent; or
  - (ii) Performance of a contract;
- ☒ To request rectification or erasure of your personal data, as so far as the legislation permits.