St. Helens Library Service Privacy Policy

The use of your personal data is controlled by the Data Protection Act 2018, which relates to any living individual. St Helens Council is as defined under this Act Data Controller.

St. Helens Council has a Data Protection Officer who has overall responsibility for data protection in the Council, and acts in an independent manner in line with legislation. The Council’s Data Protection Officer is Caroline Barlow, and she can be contacted via email at dataprotection@sthelens.gov.uk.

The Information Commissioner’s Office (ICO) upholds information rights in the public interest, promoting openness by public bodies and data privacy for individuals.

If you have concerns about an organisation’s information rights practices, report it to the ICO. You may start a live chat or call their helpline on 0303 123 1113.

The Legal Basis for Processing is known as “conditions for processing” and is what makes the processing of personal data lawful. The processing must be a targeted and proportionate way of achieving the purpose. A lawful basis for processing is not present if there is another reasonable and less intrusive way to achieve the same result.

A fuller discussion of St. Helens Council’s Data Protection and Freedom of Information processes can be found on the Council’s website.

St. Helens Library Service Privacy Policy can be found on the pages that follow. It explains how we use the personal information collected about you when you join and use the library, use our online catalogue or our other online services, or use our public computers.

Topics:

- What information do we collect about you?
- How will we use the information about you?
- Marketing
- Access to your information and correction
- Cookies
- Other websites
- Changes to our privacy policy
- How to contact us

What information do we collect about you?

We collect information about you when you register with us, borrow or place a request for library stock items or services (for example when you use our public Internet Access service). We also collect information when you voluntarily complete customer surveys, provide feedback and participate in competitions. Our online library catalogue (website) usage information is collected using cookies.

How will we use the information about you?
We collect information about you to process your stock or service requests, manage your account and, if you agree, to email you about events, activities and library services we think may be of interest to you. We use the information collected to personalise repeat visits to the library catalogue.

Your personal information is not passed to any of our eService partners (for example eBooks, eMagazines etc) for marketing purposes. However, if you agree, we will share your details with St. Helens Arts, St. Helens Adult Community Learning and other Council partners so that they may contact you about their services. We request date of birth information because we provide age restricted items.

St. Helens Library Service will not share your information for marketing or service information purposes with companies outside of St. Helens Council.

In processing your eService requests, we may need to send your Membership ID (your membership number) to eService partners to complete the delivery process.

**Marketing**

We would like to send you information about events and services of ours and other Council partners in our group which may be of interest to you. If you have consented to receive marketing, you may opt out at a later date.
You have a right at any time to stop us from contacting you for marketing purposes or giving your information to other members of our group.

If you no longer wish to be contacted for marketing purposes, please contact us. Full details can be found at the foot of this document.

**Access to your information and correction**

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please email or write to us. There may be a small admin charge for this service. We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

**Cookies**

Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information. This information is used to track visitor use of the catalogue and to compile statistical reports on website activity.

For further information about cookies please visit www.aboutcookies.org or www.allaboutcookies.org.

You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However, if you do this, in a few cases some of our catalogue features may not function as a result.

**Other websites**

Our catalogue contains links to other websites. This privacy policy only applies to this website so when you link to other websites you should read their own privacy policies.
Changes to our privacy policy

We keep our privacy policy under regular review and we will place any updates on this web page. This privacy policy was last updated on 01 October 2019.

How to contact us

Please contact us if you have any questions about our privacy policy or information we hold about you:

by email to: bibliographicservices@sthelens.gov.uk

Alternatively, you may write to us at:
Bibliographic Services,
St. Helens Library Service,
Chester Lane,
St. Helens,
WA9 4DE