



# General Data Protection Regulation

Privacy Statement

## Privacy Statement

The Northern Ireland Library Authority, known as Libraries NI, is responsible for the provision of a public library service for persons living, working or studying in Northern Ireland. Libraries NI is committed to protecting your privacy and operates in accordance with the Data Protection Act.

This statement explains how Libraries NI processes and stores personal information collected about you as you use our services and the Libraries NI website. If you follow links from the Libraries NI website to other websites it is important that you read the privacy policy for that website. Details of your rights and our obligations under the Data Protection Act are available on the Information Commissioner's website ([www.ico.org.uk](http://www.ico.org.uk)).

### Lawful Basis

The lawful basis for processing your information is the fact that this is necessary for the performance of tasks carried out in the public interest or in the exercise of official authority vested in the controller (Libraries NI).

Examples of corresponding legislation include:

- Libraries Act
- Health and Safety at Work Act
- Fire Safety Regulations
- Section 75 Northern Ireland Act
- Children's Services Co-operation Act (Northern Ireland)
- Co-operating to Safeguard Children and Young People in Northern Ireland
- Adult Safeguarding: Prevention and Protection in Partnership
- Employment Law
- Contract Law
- Northern Ireland Executive Policy on the Payment of Suppliers.

### Archives

In the Libraries Act (2008) it is clear that Libraries NI is required to maintain a collection of library materials relevant to the cultural heritage of Northern Ireland and to make these

items available to customers requiring to use library services.

### What do we mean by personal information?

Libraries NI records personal information about library service members, employees, Board members and suppliers. The personal information we ask for is name, address and contact details. Suppliers, employees and board members will be required to provide bank details to facilitate payment. On the Libraries NI website customers may be asked to provide personal information in order to use certain services (e.g. Customer Feedback, Enquiries).

### Customers

Libraries NI may collect information about your computer / Internet linked device / mobile device as you browse the Libraries NI website and its online services. This information may include, where available, the IP address, operating system, and browser type, for system administration and reports. Statistical information about customer browsing actions and patterns whilst using the Libraries NI website allows us to ensure that services are presented in the most effective manner for customers and their computer / Internet linked device / mobile device.

Libraries NI uses software to gauge customer demand on the public access computers in branch libraries for evaluation and improvement of services. Anyone who wishes to use public access computers must read and accept the Libraries NI Conditions of Use. They must not be used for illegal or inappropriate purposes, as described in the Conditions of Use agreed to by each customer. Libraries NI will automatically keep a log of the use of public access computers and reserves the right to view this log.

### What is my personal information used for?

Libraries NI processes information to promote our services, to maintain records and to support our staff to pay suppliers, employees and Board members. Failure to supply the relevant information will prevent service delivery.

Personal information relating to employees, Board members and suppliers may be shared with the Comptroller and Auditor General (or their agent) for the purpose of preventing and detecting fraud (ref. Article 4A of the Audit and Accountability (Northern Ireland) Order 2003). Further information on the retention of such records may be found from the Cabinet Office's website, in the National Fraud Initiative Data Deletion Schedule.

## **Customers**

Libraries NI uses your personal information for membership records, to provide services you subscribed to and as identification when you contact us. We may, on occasion, use your personal details to contact you by an agreed method (e.g. post, email, text or telephone). If you have given consent to be contacted for promotional purposes, you have the right to withdraw from this at any stage.

Personal information is used for statistical analysis and to monitor, evaluate and improve services. General demographic information and statistics about user behaviour may be collected and used to analyse the popularity and effectiveness of the Libraries NI website and services. Any disclosure of this information will be in aggregate form and will not identify individual users.

## **Who can view my personal information?**

Libraries NI and our Information Technology Service Provider employees have secure access to your personal information.

We may disclose your personal information to third parties if we are under a duty to disclose or share such information in order to comply with any legal obligation or to protect the rights, property or safety of Libraries NI, its employees, members or others e.g. staff payroll information with HMRC.

## **How do you store my personal information?**

By supplying personal information you are consenting to Libraries NI storing and using it for the purposes for which it was provided. Information provided will be kept for as

long as is necessary to fulfil those purposes. Information which you provide to Libraries NI is stored on secure systems and/or servers. It is administered by Libraries NI and our Information Technology Service Provider employees.

On becoming a library member your personal information is entered into the electronic Library Management System. In line with our policies, after a period of inactivity on your account, your personal information will be erased from the system.

You can ask to have your personal information amended if it is inaccurate and, providing there are no outstanding loans or charges on your account, you can ask for it to be removed from our systems.

Libraries NI has a records management policy that gives you information regarding how your data is managed. The Disposal of Records schedule also shows you how long the records are held for and both these documents are available on the website.

## **Individual's Rights**

Libraries NI will ensure that individuals have the right to access and obtain a copy of their personal data that Libraries NI holds and to ask for their personal data to be corrected if there are any errors or it is out of date.

In some circumstances individuals may also have the right to ask Libraries NI to restrict the processing of their personal data until any errors are corrected, to object to processing or (in very limited circumstances) to erase their personal data.

Individuals can obtain further information about these rights from the Information Commissioner's Office at: [www.ico.org.uk](http://www.ico.org.uk) or via their telephone helpline 0303123 1113.

If individuals wish to exercise any of these rights or have any queries or concerns regarding the processing of their personal data, please contact Libraries using NI using the details provided below.

The personal data we hold about individuals is used to provide a range of library services

and we may from time to time ask for further information from them for this purpose. If they do not provide such information, or ask that the personal data we already hold is deleted or restricted this may affect the service that we can provide

### **How can I get a copy of my personal information?**

The Data Protection Act gives you the right to access the personal information Libraries NI holds about you. If you would like a copy of your personal information or if you object about use of your information then please email or write to either of the addresses below:

#### **Data Protection Officer**

Libraries NI  
25 - 31 Demesne Avenue  
Ballymena  
Co Antrim  
BT43 7BG

e: [dataprotection@librariesni.org.uk](mailto:dataprotection@librariesni.org.uk)

#### **Libraries NI Headquarters**

Lisburn City Library  
23 Linenhall Street  
Lisburn  
Co Antrim  
BT28 1FJ

e: [chiefexecutive@librariesni.org.uk](mailto:chiefexecutive@librariesni.org.uk)

Under the terms of the Data Protection Act, there is a right of complaint to the Information Commissioner if you are dissatisfied with the decision made in relation to any requests. The address for the Information Commissioner is:

#### **Information Commissioner's Office**

Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

t: 03031231113

e: [casework@ico.org.uk](mailto:casework@ico.org.uk)

### **How we use "cookies"**

Our website and integrated third party sites use cookies. A cookie is a small file of letters and numbers that we place on your computer / mobile device if you agree. Cookies allow Libraries NI to distinguish you from other users

of the website, which helps us to improve the website and your online experience. Cookies are vital for user account administration including when you log into the Libraries NI website, the Catalogue system (SirsiDynix), the eBooks/Audiobooks website (OverDrive) and the eMagazines website (RBdigital). For detailed information on the cookies we use please see our Cookie Statement below.

### **Third party websites**

Libraries NI works with third party contractors to host and operate certain features or services on the website. If you follow links from the Libraries NI website to the website of a third party it is important that you read their privacy policy before you submit personal information to that website.

### **Links to user generated material**

Some of the content we link to may be generated by members of the public and the views expressed are those of the public and unless specifically stated are not those of Libraries NI (e.g. comments on social media, blogs and catalogues).

### **Changes to this statement**

This statement will be regularly reviewed for effectiveness and accuracy. Any changes will be posted on our website:  
[www.librariesni.org.uk](http://www.librariesni.org.uk)