

Islington Library and Heritage Services Privacy Notice

The following privacy notice applies to the London Borough of Islington's Library and Heritage Services

What information we collect, hold and use

The information we **may** collect about you could include, but is not limited to:

- Name
- Date of birth
- Address
- Ethnicity
- Next of kin
- Contact details (phone/mobile/email)
- Physical or mental health condition

We may ask you further details which are optional:

- Religious or other similar beliefs
- National Insurance number
- Language
- Gender
- Nationality
- Sexual orientation
- Marital status

We use your personal information to:

- ensure that we meet all of our legal and statutory duties including, but not limited to, those which apply under the following legislation and/or contractual agreements:

Births & Deaths Registration Act 1953

Children and Young Persons Act 1969

Local Authority Social Services Act 1970

Adoption & Children Act 2002

Supreme Court Act 1981

Mental Health Act 1983

Disabled Persons (Consultation and Representation) Act 1986

Children Act 1989 and 2004

Adoption Agency Regulations 1983 and 1997

The Fostering Services Regulations 2002

Placement with Parents Regulations 1991

Crime and Disorder Act 1998

Adoption (Inter-country Aspects) Act 1999

Health Act 1999 & National Health Service Act 2006

Immigration & Asylum Acts 1999 and 2002

Safeguarding Vulnerable Groups Act 2006

Carers and Disabled Children Act 2000

Childcare Act 2006
Children and Young Persons Act 2008
Criminal Justice and Court Services Act 2000
Criminal Justice Act 1991
Learning & Skills Act 2000
Children and Young Persons Act 1933
Children and Young Persons Act 1963
Crime and Disorder Act 1998
Education Act 1996
School Standard and Framework Act 1998
Education Act 2002
Education Act 2005
Education and Inspections Act 2006
Education and Skills Act 2008
Apprenticeships, Skills, Children and Learning Act 2009
Representation of the People Act 1983
Public Libraries and Museums Act 1964
Other contracts and agreements setting out the terms and conditions of services provided to you by the Adult Social Care department.

We may also use your data:

- to process your contact details, personal details and details of your library loans and charges for the purpose of providing you with a comprehensive public library service: Membership card. Issue and discharge of loaned items, notification of overdue items, reserved items, and library events.
- for access to and use of online resources, Comics, newspapers and Magazines, eBooks and eAudio.
- for access to library catalogue and self-renewal. Public computer and WiFi use. Home library service. Inter-library Loans.
- to check and, if needed, update your details on our systems
- for administrative purposes and customer service
- to contact you to take part in independent research or surveys and ask your opinion about our services to ensure we understand how we can deliver a better service to our service users.
- date of Birth information will be used to move you between age categories within the Library Management System.

Call recording

Any personal information recorded during telephone conversations is stored on the system for a fixed period after which it is securely deleted.

Agencies we might share the information with include:

Commissioned partners/contractors who undertake our work including, but not limited to

- Capita-Libraries.co.uk
- Capita Intelligent Communication
- OCLC (UK) Ltd
- Borrowbox (Bolinda Digital Pty Ltd.)
- RBdigital (recorded Books Inc.)
- Pressreader Inc
- Bibliotheca Ltd
- NHS
- BrightStart
- District/Borough Councils
- Police for the purposes of fraud and crime prevention
- Limited data – membership number and name, will be stored on servers in the USA and Australia for some of our online resources accessed through computers or via apps on a tablet or mother mobile device.

Retention

Unless specified in the legislation cited above or stated in the council's Retention Schedule, data will be deleted in line with the Limitation Act 1980 (Section 2).

Complaints

If you are dissatisfied with the service you have been provided and have exhausted the council's corporate complaints process, you can refer any complaints to the Local Government Ombudsman. Details of how to complain can be found here:

<https://www.lgo.org.uk/make-a-complaint>

Data Protection Queries

The council's Data Protection Officer is Leila Ridley. You can contact her using the details below:

Head of Information Governance and Data Protection Officer
4th Floor, 7 Newington Barrow Way
London N7 7EP

Or by email at: infocomplaints@islington.gov.uk