

# Privacy Notice for Harrow Library Service

## Purpose for processing your information

Library membership – registering as a member of Harrow Library Service gives access to stock in Harrow and all London Library Consortium authorities, access to computers, printing, library events and activities. Information is required to set up membership on the library database allowing access to facilities.

## We collect the following information:

Library membership details including:  
Name, address, phone, DOB, parent/guardian  
Optional: monitoring information, agreement to receive marketing information

This information is only used for the intended purpose but if we intend to use it for any other purpose; we will normally ask you first. In some cases, the Council may use your information for another purpose if it has a legal duty to do so, to provide a complete service to you, to prevent and detect fraud, or if there is a risk of serious harm or threat to life.

## How we collect your information

We collect your information face-to-face when visiting a library to enroll as a member. Alternatively you can register online and collect your membership card on your first visit to the library.

## Who the information is shared with

Library Management System provider. This is shared with other library authorities who are members of the London Libraries Consortium.

## How long do we keep your information?

Records are maintained on the library database while you are an active library user. Accounts and records are deleted after a period of 2 years inactivity, where there are outstanding loans or amounts owing in your account this is extended to 10 years.

## Your rights and access to your information

You have the right to request a copy of the information that we hold about you.

The new General Data Protection Regulation also gives you additional rights about the information we hold about you and how we use it, including the right to:

- Withdraw consent and the right to object and restrict further processing of your data; however, this may affect service delivery to you.
- Request to have your data deleted where there is no compelling reason for its continued processing and provided that there are no legitimate grounds for retaining it.
- Request your data to be rectified if it is inaccurate or incomplete
- Have your data transferred or copied should you move to another authority
- Not be subject to automated decision-making including profiling

To submit a Subject Access Request visit our [request](#) page.

## **If you have any concerns**

Please contact us if you would like to know more about the information we hold about you and how we use it:

[dpo@harrow.gov.uk](mailto:dpo@harrow.gov.uk)

You have a right to complain to us if you think we have not complied with our obligation for handling your personal information; please visit our [Compliments and Complaints](#) page.

If you are not satisfied with the Council's response you have a right to complain to the Information Commissioner's Office (ICO). You can [report a concern by visiting the ICO website](#).

## **Automated Decision Making**

We do not carry out any automated decision making.

## **Changes in your circumstances**

You must notify us immediately if there are any changes in your circumstances and personal details so we can maintain an accurate and up to date record of your information.