

Gwynedd Libraries Privacy Notice

Gwynedd Council is committed to protecting your privacy. This privacy notice should be viewed alongside the Council's privacy notice which can be viewed at

<https://www.gwynedd.llyw.cymru/en/Residents/Residents.aspx>

Gwynedd Libraries is fully committed to compliance with the requirements of the General Data Protection Regulation (UK GDPR) that comes into effect from 25 May 2018.

When deciding what personal information to collect, use and hold, we are committed to making sure that we will:

- Only collect, hold and use personal information where it is necessary and fair to do so.
- Keep your personal information secure and safe.
- Securely dispose of any personal information when it is no longer needed.
- Be open with you about how we use your information and who we share it with; and
- Adopt and maintain best practice high standards in handling any personal information.

This privacy notice explains how we use any personal information we collect about you when you use our services.

What information do we collect about you?

We collect information about you when you register to join the library to access our services. This information may include your name, date of birth, e-mail address, postal address, and telephone or mobile number.

We will use this information to provide the services requested, maintain accurate records, and, if you agree, to send you marketing information about events or services we offer.

We also collect information when you voluntarily complete customer surveys, or provide feedback.

Website usage information is collected using cookies. Details about how we use cookies can be found on our website at the following link: <https://www.gwynedd.llyw.cymru/en/Residents/Residents.aspx>

How will we use the information about you?

The information we collect about you is on the lawful basis for the operation of the contract between us. It is used:

- ✓ for the purpose for which you provided the information, i.e. to become a member of the library service;
- ✓ to enable us to communicate with you, and provide you information about library services;
- ✓ to enable us to effectively manage your customer account, and to ensure the collection of any charges that you may incur as a member of the library;
- ✓ to monitor our performance in providing services to you;
- ✓ to gather statistical information to allow us to plan future provision of services and to obtain your opinion about our services.

We may also send you marketing information, if you have consented for us to do so.

Keeping your personal data safe

Your personal information is kept securely on a shared library management system which stores borrower records on a database. This is a partnership between Welsh Library authorities. Our services work together to share costs and offer enhanced services to customers.

Your data will only be used for the purposes of managing your library use and is used in a way that protects your privacy.

Your data may also be accessible to the suppliers of our library management systems. These suppliers have committed to handling data in accordance with the requirements of the General Data Protection Regulation (UK GDPR), and will only do so to the extent that is required to maintain the library management systems.

Disclosing information to outside parties

We will not disclose your information to any other 3rd party, except where required by law.

The Council is required by law to protect the public funds it administers and so may use any information you have provided for the prevention, detection and investigation of fraud and irregularity, for the performance of a contract, or, task carried out in the public interest, or to comply with a legal obligation. Part 6 of the Local Audit and Accountability Act 2014 and the Accounts and Audit (Wales) Regulations are the Legal basis.

We will not share your information for marketing purposes with companies outside Gwynedd Libraries. Your information will not be transferred or shared with any organisation outside of the European Economic Area (EEA).

The information you provide may be used for research, historical or statistical purposes. Where this is the case the relevant data will be anonymised first to remove any identifying features.

If you consent to us collecting and sharing information about your ethnic background, your religious beliefs, or any disability that you may have we will only do so in order to meet our duties under the Equality Act 2010 and to ensure that the service that we provide to you is suitable for your needs.

How long we will hold your information

Our document retention schedules contain information about how long we keep different types of information, please see our [Terms & Conditions](#). When we dispose of personal information, we will do so in a secure way.

How to contact us

Please contact us if you would like update your personal details, or you wish to cancel your library membership:

Email: Llyfrgell@gwynedd.llyw.cymru

Telephone: (01286) 679465

Write to: Gwynedd Libraries, Allt Pafiliwn, Carenarfon, Gwynedd. LL55 1AS

Your information rights and accessing your records

You may wish to know your information rights and/or access a copy of your records under the Data Protection legislation. Please see the Gwynedd Council Privacy Notice for further information:
<https://www.gwynedd.llyw.cymru/en/Residents/Residents.aspx>