



From mountain to sea

Privacy Notice – Library Service

The Data Protection Officer can be contacted at Town House, 34 Low Street, Banff, AB45 1AY.

Email: dataprotection@aberdeenshire.gov.uk

Please note that personal data is collected and stored within the Library Management Computer System when you join the Library Service. Also, where necessary the Library Service will collect and store personal data within Office 365 applications, the Payables system and the Receivables system. Please see details below.

Item 1 - Library Management Computer System

Personal data is collected and stored within the Library Management Computer System by Aberdeenshire Council when you join Aberdeenshire Libraries. The database is hosted in the UK by Civica UK Ltd and, therefore, the Data Processor of the information being collected is Civica UK Ltd. Data will be accessed and edited by Aberdeenshire Council Library staff and so, in this case, Aberdeenshire Council is the Data Controller.

Your information is being collected by Aberdeenshire Council to use for the following purposes:

- Full name and preferred contact details (email, mobile or landline phone number) are collected from library members so that we can send system generated notifications about reservations or overdues.
- Full name and preferred contact details (email, mobile or landline phone number) are collected from library members so that we can send notifications about activities and events, if they have opted into this service.
- Name and preferred contact details (email, mobile or landline phone number) are collected from library members so that system generated notifications about profile matches can be sent, if they have opted into this service.
- Name and address of employer is collected from Library members who work in Aberdeenshire but are not residents.
- Temporary address is collected from library members who wish to take out a holiday membership.



- Addresses are collected from library members to verify that they are residents of Aberdeenshire so that invoices may be issued by Aberdeenshire Council for non- returned library resources.
- Addresses of library members will be used where the member has opted into a home delivery service.
- Dates of birth are collected from library members to ensure that they fall into the correct borrower category and receive the relevant terms and conditions specified by Aberdeenshire Council.
- Guarantor/Head of Family information is collected from library members who are under the age of 16 to ensure that notifications described above are sent to an appropriate legal guardian.
- Gender information is collected from library members for profiling and reporting purposes.
- School year group, registration class and English class information is recorded for secondary school pupils for administration of school library loans.
- Items on loan are recorded on library borrower accounts. If you opt into the One Card scheme, loans will be visible to staff across all local authorities to indicate that you have opted to join.
- Outstanding library charges are recorded on library borrower accounts.
- National Entitlement Card number will be collected from library members who choose to use this to access services.

Your information will be shared with the following recipients.

Your information will be shared with Civica UK Ltd who host the Library Management System database at 2 UK data centres.

Your information will be shared with other Scottish Local Authority Library services who are participating in the One Card Scheme.

Your information will be passed to Aberdeenshire Council finance department for invoicing purposes if your borrowed items become 49 days overdue.

Your information is accessed, but not shared, with the following third parties for verification of valid library membership:

- Overdrive – eBooks, eAudio Books and eMagazine Service
- Pressreader – eNewspaper and eMagazine Service
- VLeBooks – eBooks and eAudio Books



Your name, borrower number, PIN, and membership category are shared with the following system when required to verify valid library membership and to allow use of the People's Network computers: Libki PC booking System – Hosted on an internal Aberdeenshire Council server.

The retention period for the data is

Data will be retained until you choose to cancel your membership. This can be done in person at a library, by visiting the 'my account' area of the library website, or by calling 01467 532929 or by emailing libraries@aberdeenshire.gov.uk Your membership and details cannot be cancelled if you have outstanding loans or charges.

To support the promotion of reading, literacy and learning, Library Memberships for children who have not used the service and have no outstanding loans will be deleted or anonymised after 2 years. Data for Adult Borrowers who have not used the service and have no outstanding loans will be deleted or anonymised after 2 years. All library members with charges or outstanding loans will be anonymised after 7 years.

The following automated decision-making, including profiling, will be

The Library Management System automatically issues reminder notifications when items become overdue. Library members set up notification preferences at the time of joining and these can be changed at any time.

The Library Management System automatically issues notification of reserved items awaiting collection. Library members set up notification preferences at the time of joining and these can be changed at any time.

When a borrowed library item becomes 49 days overdue, a loan stop is automatically applied to the member's account. The member will be referred to Aberdeenshire Council Debt Collection team who will issue an invoice.

Dates of birth are used to automatically move borrowers into age-related borrower categories. For example, when a borrower turns 18 years old they move from the Young People Borrower Category to the Adult Borrower Category.

Item 2 - Office 365 Applications

When library members complete or agree to record their details within Microsoft Forms, personal data is collected and stored within the Aberdeenshire Council Office 365 tenant. This personal data is used by the Library Service to deliver elements of its services. The data is hosted by Microsoft and therefore, the Data Processor of the information being collected is



Microsoft. Data will be accessed and edited by Aberdeenshire Council staff and, therefore, Aberdeenshire Council is the Data Controller.

Your information is being collected by Aberdeenshire Council to use for the following purposes:

Full name, library borrower number and contact details (email, mobile or landline phone number) are recorded in Office 365 Forms and other Office 365 applications so that the Library Service can contact you by email or phone regarding your choice of resources or activity/event and, where applicable, arrange/ notify you of delivery date and time. We will send you an email receipt when you complete an office 365 form.

Address and postcode are recorded in Office 365 Forms and other Office 365 applications, so we know where to deliver to. i.e your home.

Preferred titles, genre and format of resources are recorded in Office 365 Forms and other Office 365 applications so that we can pick titles or pre-select the appropriate titles for delivery to you.

Instructions for access / or alternative delivery notes relating to the delivery of resources are recorded in Office 365 Forms and other Office 365 applications, to ensure items are safely delivered.

The retention period for the data is:

Data for Borrowers who have not used the service will be deleted or anonymised after 2 years.

Your information will be shared with the following recipients.

Your information will be collected in Office 365 forms and held in the other Microsoft Office 365 applications.

Item 3 - Payables (making payments)

The Data Processors of the information being collected is Civica UK Ltd and Opayo.
The Data Controller of the information being collected is Aberdeenshire Council.

Your information is being collected by Aberdeenshire Council to use for the following purposes:

To allow Aberdeenshire Council to make payments to you, if and when they become due

Your information will be shared with the following recipients or categories of recipient

HM Revenue and Customs, National Fraud Initiative, Spikes Cavell , Sheriff Officers and Debt Collection Agencies and Department of Work Pensions.

The retention period for the data is: 7 Years.



Item 4 – Receivables (Raising Customer Invoices)

The Data Processor of the information being collected is Oracle.

The Data Controller of the information being collected is Aberdeenshire Council.

Your information is being collected by Aberdeenshire Council to use for the following purposes:

To allow Aberdeenshire Council to collect payments from you, if and when they become due.

Your information will be shared with the following recipients or categories of recipient

HM Revenue and Customs, National Fraud Initiative, Spikes Cavell , Sheriff Officers and Debt Collection Agencies and Department of Work Pensions.

The retention period for the data is:

7 Years. If legal action has been sought and a decree is granted, all information will be retained until the debt is paid in full.

The Legal Basis for collecting the information for all above items is:

Performance of a Contract (The processing of an individual's personal data would be lawful where this is necessary for entering a contract with the individual or for the performance of a contract with the individual).

Where the Legal Basis for processing is either Performance of a Contract or Legal

Obligation, please note the following consequences of failure to provide the information:

Failure to provide the minimum of name, contact information and (where required) date of birth described above will mean that the conditions of membership have not been met and library membership will not be progressed, and we will not be in a position to provide services.

Please note that you have the following rights:

- to lodge a complaint with the Information Commissioner's Office;
- to request access to your personal data;
- to data portability, where the legal basis specified above is:
 - (i) Consent; or
 - (ii) Performance of a Contract;
- to request rectification or erasure of your personal data, as far as the legislation permits.