



Library Services - Privacy Notice

As part of its Public Task North Ayrshire Council provides Library Services and in providing these services to you it is necessary for North Ayrshire to collect information about you so that we can manage your library membership and enable you to enjoy the services that we offer.

Your library membership card is not just for the borrowing of items from the library it includes other services including the use of PCs, free Wifi, access to our library app and the use of external digital services.

What personal data will we collect from you?

We will only collect the minimum amount of information about you to provide you with the relevant information, services and support. To become a member of the library and access our library management services we require you to provide the following;

- Name and Address.
- Age Group to ensure appropriate PC access.
- Telephone Number.
- Email address.
- Identity verification information such as passport or driving licence.
- Signature.
- Agreement to abide by the terms of our Terms and Conditions and Acceptable Computer Use.
- If you are under the age of 16 it will be necessary for a parent or carer to provide their details before we can process your application.

Information that we will record about you when using library services and free BT Wifi in our council buildings

- Web activity including logging IP addresses and cookies.
- Media Access Control (MAC) address. The MAC address is a unique identifier that enable us to know which device you use.

Why do we need your Information?

The information is required in order to process your enquires and deliver library services to you. Including the following purposes.

- Identify borrowing information – identifying customer use thought borrowing habits allows us to purchase and target stock to the needs of library users.
- Using statistical data to improve the services that we provide.

Access to Library App

You library card allows you to download our app which gives you access to our online catalogue to search, reserve and renew items.

Information Classification – Public

This app allows you to access external digital services and you are advised to read the service's privacy terms as North Ayrshire Council does not accept responsibility for any data they may collect and use.

Other Library Services

Library Services runs various events throughout the year. We will always seek your consent to process the information we hold in relation to such events should you wish to participate in such events. You can at any time withdraw consent to participate in these events.

How long is data held?

We will only keep information about you in order to process your membership of the library services. When you no longer wish to remain a member of the library your data will be deleted.

Where there has been no activity on your library card for a period of 12 months your membership will lapse and personal information about you will be deleted.

Who can we share your data with?

All library staff have access to the data. Library Services use Civica who process the data on our behalf. The data is stored in the UK and is not transferred to other countries

We may check the information you have given with other information we hold, share your information with other Council services, other local authorities for the purposes of protection public funds and to prevent or detect fraud or crime.

Your Information rights

You can read more about how we handle your information and what your legal rights are in relation to accessing the information we hold about you in our [Privacy Policy](#).

If you require more information about library services and how we will use your information to deliver library services please contact Library Services on 01294 215547.

You can ask for a paper copy of this privacy notice and the Council's Privacy Policy which is displayed on our website at <https://www.north-ayrshire.gov.uk/privacy-policy.aspx>