

## **Information held about you by Oldham Library Service**

In order to provide library services to you, it is necessary for Oldham Council to collect and hold personal information about you using our Library Management System, Spydus. We will only keep your information for the minimum period necessary, as outlined in our record retention schedules. We use volunteer staff to provide some of these services to you. Every member of staff, including volunteers, deliver library services within the framework of Data Protection. The information recorded on Spydus will include, but not be limited to:

- Name, gender, address, telephone number(s), email address and date of birth
- Records of items that you have borrowed, returned and renewed
- Reservation requests
- Your preferred local branch library
- Charges incurred
- Delivery options for receiving notifications regarding your library account
- Home delivery visits, if applicable
- Ethnicity
- Disability, if applicable

We do not view or retain any credit or debit card information you may share with a third-party Payment Provider.

## **How will we use the information we hold about you?**

We will collect information about you (where applicable) to:-

- Set up your library account so you can use our library facilities
- Assign you an appropriate borrower category, e.g. Child or Adult
- Send you information relating to your account, e.g. notifications about requested or overdue items
- To inform the service, or services within the council, when purchasing items or investing in the libraries' infrastructure

## **Using People's Network Computers**

When using any of the publicly-available computers, including use of our Wi-Fi, you are required to accept our Terms and Conditions. As detailed below, we may be required to provide browsing history to partner agencies on request if the request is lawful.

## **Who will we share your information with?**

We may share your information with partner organisations, including our Library Management Systems suppliers, but this will only be in the context of administering the system.

We will not normally share your information with organisations other than our partner organisations without your consent; however, there may be certain circumstances where we would share without consent such as where we are required to do so by law to;

- safeguard public safety,

- when somebody may be at risk, harm or emergency situations.

Any information which is shared will only be shared on a need to know basis, with appropriate individuals. Only the minimum information for the purpose will be shared.

## **Accuracy of your information**

It is important that we hold accurate and up to date information about you in order to deliver the appropriate services. If any of your details have changed, please ensure that you inform us as soon as possible so that we can update your records.

## **Deletion of your account on request**

If you wish to request to have your library account deleted from the library system then email [Oldham.library@oldham.gov.uk](mailto:Oldham.library@oldham.gov.uk). Alternatively you can ring 0161 770 8000 and the request can be placed via the Contact Centre. Please note that a request of this type could take up to 10 working days to process. If you have signed up to become a member of the 'Shared Library Services Initiative' across Greater Manchester, and use one library card in other authorities' libraries, then you will have to request account deletion from each council that you have signed up to use your account, as a separate record is created for each authority.

## **Further information**

More information on how to seek advice in order to exercise your rights, raise a concern or complain about the handling of your personal information by the council can be found in the council's privacy notice which can be found at [www.oldham.gov.uk/dataprotection](http://www.oldham.gov.uk/dataprotection)