

Privacy Notice Bristol Libraries and Business & IP Centre (BIPC)

Bristol City Council (BCC) is the data controller for the purposes of the Data Protection Act 2018 and other regulations including the UK General Data Protection Regulation (UK GDPR), which means it determines what your personal data is used for and why it is collected.

The purpose of this privacy notice is to tell you about how we collect and use personal data in connection with our service. We may update this privacy notice from time to time. When we do this, we will communicate any changes to you and publish the revised privacy notice on our website.

Our main address is City Hall, College Green, Bristol, BS1 5TR and our contact details can be found on the [Bristol City Council Website](#)

For purposes of accessing library services via the LibrariesWest Consortium Library Management System (LMS), BCC is a joint data controller with:

- Somerset Council
- Dorset Council
- Bath and North East Somerset
- North Somerset
- BCP – Bournemouth, Christchurch and Poole
- South Gloucestershire

What data we need to collect and use?

To provide you with a library account, deal with your enquiries and provide access to resources we will collect and use some or all of the personal information below:

- Name
- Date of birth
- Email address
- Address
- Phone number

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- Library card number
- Library joined
- Link to child's details (a child's record will be linked on the LMS to their parent/carer's account and vice versa).
- Items borrowed data
- Transactional data (the LMS keeps a record of all transactions or interactions with the LMS such as items borrowed, renewed, requested, returned, monies due and payments or refunds made.)
- Internet usage data (Browsing history, date, time and place).

If you do not provide this information, we will not be able to provide library services to you or your children.

To become a volunteer with libraries we collect the following personal data:

- Name
- Address
- Email address
- Phone number
- Emergency contact details
- Equalities information if disclosed - we collect this data for equalities monitoring reasons, to be able to inform our strategies about reaching out to all groups.
- Volunteering interests.

To provide the Home Library service to users we collect the following personal data:

- Name
- Library membership number
- Address
- Email address
- Phone number
- Equalities information relating to disability if disclosed - we use this information to establish to see how we can assist in providing the service

To join our mailing lists or provide feedback on our events we may ask for some or all of the following information:

- Name

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- Library membership number
- Email address
- Age
- Equalities information: Age, gender, sexuality, ethnicity, disability. Collected separately and anonymously.
- Postcode

To make room bookings we collect the following personal data:

- Name
- Library membership number (if applicable)
- Email address
- Phone number

To book tickets for events, sign up for activities, clubs, workshops, IT support or other bookable activity we may ask for some or all of the following information:

- Name
- Library membership number
- Email address
- Age
- School attended
- Next of kin contact details
- Equalities information Age, gender, sexuality, ethnicity, disability. Collected separately and anonymously. if disclosed
- Postcode

Additionally, we also collect and use:

- CCTV images
- Membership numbers

We get most of this information from you and from what we learn about you through your use of our services, but we may also get some information about you from:

- Cookies/tracking tools
- Technology you use to access our services
- And/or other family members

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How do we use your personal information?

We use this information for one or more of the following reasons:

- **LibrariesWest Consortium Library Management System (LMS)**

This is the main database that holds all library members' personal details. This is necessary in order to enable users to access library services and for library staff to access your records. It is shared with several other library authorities as detailed above as joint data controllers.

- **Restricted Access Requests, information enquiries and copyright declarations**

In addition to records kept on the LMS we may maintain paper records to enable us to manage and record these processes.

- **Netloan Public Access Computers**

Linked to the LMS, this system holds membership details used to book and use the public access computers.

- **Wi-Fi and Wi-Fi printing**

Linked to both the LMS and Netloan this system holds membership details and is used to access the public Wi-Fi within libraries and to print from your own devices within libraries.

- **Volunteer database**

Personal information for this database is gathered through the use of a third-party platform, Smart Survey, and is used to keep a record of contact details for all library volunteers and to keep in contact with volunteers to enable them to participate in the library volunteering programme.

- **Home Library Service**

Personal information is collected by Royal Voluntary Service volunteers or library staff, directly onto the LMS or via paper forms in order to deliver a contracted service to housebound library users.

- **CCTV**

We operate and record images from CCTV systems in our libraries in order to protect property, staff and our users. In certain circumstances these images may be passed to other parties, such as the police for crime prevention and prosecution if necessary.

- **Extended Access**

We operate Open+ Extended Access services provided by Bibliotheca at St George, Stockwood and Westbury libraries to allow access to registered library users outside of our staffed hours. The system records both CCTV images and membership details.

- **Mailing lists and feedback**

Bristol Libraries use mailing lists for email communication with our users and attendees at our events. This is used to keep users informed of news, events, services and activities as well as from time to time, to gather feedback to allow us to evaluate the effectiveness of services and activities. This information is only ever collected with your express consent and if data on age, gender, ethnicity, sexuality or postcode is ever sought, the data will be anonymised so that individuals cannot be identified. Anonymised data may sometimes be shared with third parties for analysis and reporting, but we will never share your personal or contact details without your express permission.

- **Room bookings**

To manage room bookings, invoice and communicate with hirers we collect your personal information through the booking system Solus EB1. We use this information to keep a record of bookings and to administer the invoicing process. Additionally, we may use your information to communicate with you regarding anything pertinent to your booking, inform you of cancellations or to follow up after rooms are used.

- **Events, activities, clubs, workshops, projects, programmes (such as the Summer Reading Challenge) IT support sessions etc, tickets and booking**

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We use your personal information, collected at the time of booking by EB1 or email, phone or in person at a library. This information will be stored online by EB1, on secure digital databases or sometimes on paper and is necessary to record attendees at events or activities, administer those activities and sometimes, if necessary, communicate with users, for instance regarding cancellations or changes to events and activities. We may sometimes, for customer service needs, follow up after an event or activity to gain feedback for evaluation purposes.

Anonymised protected characteristic data may also be used, if collected, for evaluation, service improvement and reporting purposes.

Who else might we share your personal information with?

Sometimes we may need to share your information to help us deliver our services, but we will only do so where we have a valid legal basis to share data. We will only share the minimum information for each circumstance.

When we do this, we always have an agreement in place to make sure that organisation complies with data protection law to keep your information safe.

We may share some of your personal information with one or more of the following:

- **LibrariesWest Consortium** as joint data controller in regard to the Library Management System (Somerset Council, Dorset Council, Bath and North East Somerset, North Somerset, Bournemouth Christchurch & Poole, South Gloucestershire) [Privacy notice](#) .
- **Royal Voluntary Service in order to administer the Home Library Service** [Privacy notice](#).
- **Law enforcement** – We may share information provided to us with other bodies responsible for crime prevention in order to prevent and detect crime including fraud or to protect you, our staff, library users and other members of the public.
- **Other BCC Services (Such as Adult or Children's Social Care)** we may share your personal information when we feel there is a good reason that is more important than protecting your privacy, for example:
 - if there are serious risks to the public, our staff, or other professionals
 - to protect a child, or
 - to protect adults who are thought to be at risk

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If we're worried about your physical safety or feel we need to take action to protect you from being harmed by others, we'll discuss this with you and if possible, get your permission to tell others about your situation before doing so.

We may still share your information if we believe the risk to others is serious enough to do so.

If the risk is so great, we need to share information urgently, we'll record:

- what information we share
- our reasons for doing so

We'll let you know what we've done and why, if it is safe to do so. When we share your personal information, details are provided in the relevant service area's privacy notice.

- **Service Delivery Partners** – Some of our libraries are situated in co-located buildings so we may share some of your information with our partners where it may be necessary to protect you, our staff, our partners staff and other members of the public or to prevent crime or anti-social behaviour.

We may also use data processors to support our activities, for example by providing systems we need or delivering services on our behalf. These processors are:

- **Third party survey or marketing platforms such as:**

- Smart Survey
- Email Blaster

We use these platforms to collect personal data with your consent to administer our volunteer or home library service programmes; ticketing for events and activities; marketing our services and activities and collecting feedback for evaluation purposes from these; and keeping users informed of new services and service changes. You can unsubscribe from these platforms at any time.

- **IT system suppliers who supply and manage the hardware and software to enable the functioning of our library-specific systems such as:**
 - Axiell for our shared LMS
 - Solus EB1 for room booking, event ticketing and event calendar
 - Lorensbergs for Netloan PCs and Wi-Fi printing

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- Bibliotheca for self-service kiosks and the Open+ Extended Access facilities at Stockwood, St George and Westbury libraries.
- Tickets purchased for events or payments for room bookings through EB1 use Stripe. You can view their privacy notice [here](#)

Will my personal data be sent outside the UK? No personal information is routinely sent or held outside the UK. Should the transfer of personal information outside the UK become necessary, it will only take place if permitted by law, and then only where there are appropriate safeguards in place to protect the data.

What is the legal basis for our use of your personal information?

The information below shows the legal bases we are relying on to use your personal or special category (sensitive) personal information.

You can see a list of the full legal bases we may rely on by looking at our [main privacy notice](#).

Personal information

Our lawful bases for using your personal information are to enter into or perform a contract with you where you are using our services or acting as a volunteer.

Our legal basis for using your personal information is to provide a library service under the Public Libraries and Museums Act 1964.

Our lawful basis for using your personal information is Public Tasks where we need to recover any monies owed to us in fines or fees in relation to the failing to uphold your part in this contract with us and when we process CCTV images for criminal investigations.

Finally, we may from time to time ask for your consent to agree to receiving direct mailing or marketing communications.

Special category (sensitive) personal information

Where special category data (Ethnicity & Sexuality) is collected, it will be used anonymously for the requirement to report on inclusion and diversity for statistical purposes only.

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How long we will keep your personal information?

We will hold this information for as long as it is needed, or if we are required to do so by law. In practice this means that your personal information may be retained for the relevant period listed below:

- **LMS** - Up to two years after your last transaction with us to meet audit requirements. However, if you have unreturned items or outstanding debt your data may be retained for a further 6+1 years.
- **Restricted Access Requests, enquiries and copyright declaration paper forms**- 3 years from date of last communication
- **Netloan**- 2 years from date of last transaction
- **Volunteer database**- 6 years from date of last communication
- **Home Library Service Database**- Up to two years after your last transaction with us to meet audit requirements. However, if you have unreturned items or outstanding debt your data may be retained for a further 6+1 years.
- **CCTV and Extended Access**- 28 Days but may be held for longer and downloaded if part of an ongoing investigation in which case it will be held as long as is necessary
- **Room bookings**- 6 +1 years
- **Events, activities, workshops, support sessions**- Until end of project, activity or event plus 1 year for any necessary follow up

After this, your personal information will be deleted or archived.

Your rights as a data subject

The law gives you a number of rights to control what and how personal information is used by us, including the right to access a copy of your personal information and withdraw your consent when we rely on your permission to use your personal data.

Full details about how we use and share your data, and your rights can be found on our [Corporate Privacy Notice](#). If you are unable to access our digital Privacy Notice, please [contact Citizens Services](#) who will be able to send a hard copy.

To update or correct your information if it is inaccurate, please [contact Citizens Services](#).

To access a copy of your personal information, more details and how to make a request can be found on the [data protection subject access requests page on the council website](#).



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You can exercise any of these rights, ask questions about how we use your personal data or complain by contacting us at data.protection@bristol.gov.uk or by writing to our data protection officer at:

Data Protection Officer
Information Governance
Bristol City Council
City Hall
PO Box 3399
Bristol
BS1 9NE

If you think we have dealt with your information inappropriately or unlawfully, you have the right to complain to the ICO at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Website: <https://ico.org.uk/>

Next annual review date: August 2027

Version number for this privacy notice: 3.0