November 2026

Libraries and Information: Privacy Notice

Gloucestershire County Council is the data controller for the personal information we collect from you. All information processed by the council is covered by our Data Protection Policy.

For an overview of how the council will use your personal data please visit our privacy notice pages.

This privacy notice is specific to Gloucestershire Libraries and is designed to help you understand how we use personal information when delivering our service. The details below will outline

- Why we collect and use your information;
- Where we get your data from and who we will share it with;
- What gives us the right to use your information;
- How long we will keep your information; and
- Your rights.

Why we collect and use your information

Gloucestershire County Council has a duty to provide a comprehensive and efficient library service under the Public Libraries and Museums Act 1964.

Our information needs are also informed by the requirements of some funding agencies.

Information you provide may also be shared with building partners. This data sharing will be necessary to assist the operation of the library service and the basis for this data sharing is made clear in the privacy notice below.

The following Lawful Basis are applied across the services we provide for the collection of your personal data:

Personal information (GDPR Article 6)
Article 6 1(c) provides the primary legal basis for processing

Gloucestershire Libraries as part of Gloucestershire County Council has the legal obligation for the provision of a statutory library service under the Public Libraries and Museums Act 1964.

Processing under Contract – Our suppliers

Gloucestershire County Council uses third party suppliers to provide Information Technology and Communications solutions, support and hosting services. These organisations may process your personal data only where it is necessary as part of the service they provide. These organisations are contractually obliged to handle and protect your data in line with data protection legislation and council policies.

Where we get your data from:

Gloucestershire County Council and our community library partners will collect only the personal information we need to perform our functions.

To provide the wide range of services available via your library and online, we have a lot of different types of information we may collect:

Library Membership

To offer a comprehensive library service including the loan of items and use of public computers, we require you to be a library member and via the joining process we will collect the following information:

- Name
- Date of birth
- Title
- Address
- Phone number
- Email address (if you have one)

Parent or Carer:

- If you are a parent or carer, we will link your account to that of the child aged 16 or under that you are responsible for

This information is collected when you join the library and forms your membership account information. It is then reviewed at a minimum of every three years, It is the member's responsibility to inform us of any change to personal details.

Authentication and Processing of your Library card number and name:

Your Library Card Number (This is your borrower number) can be used with the PIN, to authenticate your use of other library managed services.

The Library Website:

When you are asked to login you will be asked to enter your library card number and PIN. This authenticates and your first and last name are stored in the website with the library card number.

Use of Library Buildings and Spaces:

CCTV:

Please be aware Gloucestershire County Council library buildings have CCTV. The use of these systems is subject to additional Privacy Notices and data sharing agreements.

Please see the Council's CCTV policy

Where a library is in a shared site, the CCTV may be managed by a partner organisation. Therefore, Gloucester Library has CCTV managed by the University of Gloucestershire and this is managed with a data sharing agreement to ensure safe operation of the City Campus site.

Acceptable Use of a building or service:

Libraries in Gloucestershire may be delivered by GCC, be managed by a Community Library Trust, or be part of a shared building where we have a landlord or partner. In all cases if behaviour by a customer is inappropriate then limited data may be collected to enable steps to be taken to respond to the incident such as

- customer name,
- customer address,
- customer computer use,
- CCTV content relating to a time or location

If a penalty is applied limited information will be added to the customer account recording the length of the ban and the level of penalty.

Loaning of library stock:

When you use the library service we will collect:

- The history of items you have borrowed, requested or accessed and store it in the Library Management System

Public Computer Use

By being a member of the Library Service you may then choose to book or use a Public Computer. We will use your Library Membership data to also administer your computer use. By entering your library card number and PIN, your membership will be authenticated, and the system will use your name and account status to administer your computer use.

If you use the public library computers, we have a record of when and where you accessed this service. This data may be used to identify any breach of the Use of Digital Devices Policy which includes the Acceptable Use Policy that each computer user accepts each time a public library computer is used.

Printing from a Public Library Computer:

Guidance re storage of print jobs: In order to offer a print service via Netloan there are two elements of storage that occur: 1) Prior to printing, when a customer sends the file to print this is stored for up to 3 hours prior to the release of print. If a print job is not released for print after this period, the file is deleted. 2) After printing, in order to offer the facility to view and re-print documents, files may be stored for up to 24 hours after the print job has been released. After this period the file is deleted

The Library Challenge Participation:

If a child chooses to participate in The Library Challenge, our annual summer reading scheme, we will also ask to collect the:

- School or educational setting that a child attends (if applicable). This is collected for the purposes of running the Challenge each year. This data is removed at the end of the challenge.

The Lab Use:

If you use one of the 6 Labs with Gloucestershire Libraries your data will be used to administer and manage your use of the Lab and its equipment.

Use of the Labs is subject to additional booking and membership requirements and charges.

Library Volunteering:

When applying and being accepted as a library volunteer your contact details and other infromation required as part of your role will be collated and stored during the duration of your volunteering.

Library Events and Activities:

Gloucestershire Libraries run activities and events. To attend and participate, you will either be:

1) a member of the Library Service and we will ask you to login to the Libraries website and this will authenticate using your library card number to recognise your name. You will then be asked to provide further personal information which is stored for up to 2 years after your event attendance.

- Includes ticket order data including unique ticket number
- first and last names
- quantity of tickets
- linked borrower ID
- contact email address
- billing address

2) you may be asked to provide personal details when booking or attending an event as a guest:

- Includes ticket order data including unique ticket number
- first and last names
- quantity of tickets
- linked borrower ID
- contact email address
- billing address

Data provided when booking an event such as age or postcode will be used to help analyse the impact of our events. If this is the case this data will not be identifiable.

Photos and Videos

Consent is sought if photographs or videos are recorded.

The following services are offered and by using or contacting these services you are agreeing to share certain data that is required to provide a service or opportunity to you:

- *Ask Us Library information service and The Network Intellectual Property and Business Information service*
- *Library Helpline*
- *GCC Comments and Complaints*
- *Volunteering – applying to a be a library volunteer*

- *DBS Checks - if required as a library volunteer*

- *Princh bring your own device printing – subject to specific terms and conditions that you agree to when accessing the service*

Who we share data with:

The personal information we collect, use and share comes from a variety of sources. We also sometimes need to share your personal information with other people and organisations, for example to provide you with a service to meet your needs. Our sources and recipients of personal data are:

- **Our Community Library Partners**

There are 8 Community managed libraries and in order to offer library services via these 8 individual community libraries data is shared. Community libraries collect this data directly from the data subject. This is subject to GCC policies and specific data sharing agreements

Gloucestershire Libraries and our community library partners use a shared library management system which stores borrower records on a database.

Our community library partners are:

- Berkeley Community Library
- Bream Community Library
- Brockworth Community Library
- Lechlade Community Library
- Minchinhamption Community Library
- Mitcheldean Community Library
- Newnham Community Library
- Painswick Community Library

University of Gloucestershire

We have a data sharing agreement in place with the University of Gloucestershire in order to offer Gloucester Library within the University's City Campus. This data sharing is to ensure we can operate and provide a full library service and create a safe environment for all users of the building.

How long we keep your information for:

Library Membership and Lab Membership:

Gloucestershire Libraries and our community library partners will keep your personal information for the duration of your library membership. This includes details of your loans, transactions. If a penalty is applied such as a barring or banning this is stored for the period of the penalty.

You are prompted every 3 years to review your membership details. We will keep your information for a further six years before it is archived and anonymised in line with the Limitations Act 1980 Section 2.

You have the right to be forgotten and can request your data to be archived and anonymised if you request this.

The Library Challenge:

The Library Challenge school attendance data is deleted at the end of each Challenge.

The Library Website including Library Event Data:

Personal data relating to your event booking is stored for up to 2 years.

Photographs and videos:

Photographs and videos held by Gloucestershire Libraries on its systems will be kept for 12 months before they are destroyed. Signed consent forms will be retained for three years. Where a photograph has been shared with the local or national press you should contact that organisation to find out how long they are kept for.

Our legal basis for using your personal information is:

Article 6 1(a) Data subject has given consent for processing – relating to the specific option with consent to have images taken and stored, for the purpose of marketing the Library Service.

and

Further information:

To find out further information about retention of data, you can read our retention and disposal schedule at www.gloucestershire.gov.uk/retention.

Your information rights under the Data Protection Act 2018

Right to withdraw consent:

You have the right to withdraw your consent to the council processing your information. You should inform us if you wish to withdraw your consent to our use of photographs and videos of yourself or your children so that we can update our records.

You can do this by using the contact details as follows:

By email at: libraryhelp@gloucestershire.gov.uk
Or write to us at: Libraries and Information, Shire Hall, Westgate Street, GL1 2TG.

Please be aware that there may be some situations where we are still allowed to keep and use your information, even when you have withdrawn consent.

Access to your information:
You have the right to request a copy of the information we hold about you. If you would like a copy of some or all of your personal information, please visit our website using the link below:
http://www.gloucestershire.gov.uk/council-and-democracy/data-protection/requesting-access-to-your-personal-information/

Correction of inaccurate information:
You have the right to request that the council correct information that you believe is inaccurate or incomplete. You may not always be able to change the information. However, we will correct factual inaccuracies and may include your comments in the records.

The right to be forgotten (erasure):
You have the right to request that the council delete your information when there is no compelling reason for us to continue using it. Please be aware that in certain situations we are still allowed to keep and use your information, even when you request that it should be erased.

The right to object:
You have the right to object to us using your information if you feel we have used it outside the remit of our public tasks or when you have received marketing from us. Please be aware that in certain situations we are allowed to still use your information if there is compelling legitimate grounds to do so.

Using your rights:

Updating your Library Membership Account:

You can access your library membership account by logging in with your library card number and PIN at Log in | Gloucestershire Libraries

Via the Account online you can update some details:

- telephone number

- email address

All other personal details can be updated if you visit a Gloucestershire Library and have a form of ID to show your address and name.

How to contact us:

If you wish to use any of these rights, please contact us using one of the methods below:

Online: your information rights

Email: Managemyrequests@gloucestershire.gov.uk

In Writing:
Information Management Service
Gloucestershire County Council
First Floor, Block 4(a)
Shire Hall, Westgate Street
Gloucester
GL1 2TG

How to contact the Library Service:
Please contact us if you have any questions about this privacy notice:

By email: libraryhelp@gloucestershire.gov.uk

In writing: Libraries and Information, Shire Hall, Westgate Street, GL1 2TG
By telephone: 01452 426973

You can contact the council's Data Protection Officer, via the Information Management Service, by emailing dpo@gloucestershire.gov.uk or by calling 01452 32 4000.

Making a complaint to the Information Commissioner
If you wish to make a complaint about how we use your personal data to the Information Commissioner's Office, you can contact them by visiting their website at https://ico.org.uk/ or by calling 0303 123 1113.