

Clare County Library Privacy Notice

Clare County Council also has a Privacy Statement which is a general document about how we approach data protection as an Organisation and is available on the council's website [https://www.clarecoco.ie/\[info\]/privacy-statement/](https://www.clarecoco.ie/[info]/privacy-statement/) or on request from this department. See also: Cookie Policy <http://www.clarelibrary.ie/eolas/privacy.htm>

Why do we have this privacy notice?

In order to provide the most effective and targeted range of library and information services to meet the needs of the citizens of County Clare we are required to collect, process and use certain types of information about people using the library service. The information sought includes 'personal data' as defined by the Data Protection Acts and by the General Data Protection Regulation (GDPR).

Clare County Library (Data Controller) has created this privacy notice in order to demonstrate our firm commitment to privacy and to assure you that in all your dealings with Clare County Library that we will ensure the security of the personal data you provide to us.

Contact details

Clare County Council's contact details in relation to the library service are as follows:

Telephone: 0656846350

Email: library_mailbox@clarecoco.ie

Post: Clare County Library HQ, Mill Road, Ennis, Co. Clare V95 FX32.

Data Protection Contact:

Telephone: 0656846405

Email: DPA@clarecoco.ie

Post: Data Protection Officer, Áras Contae an Chláir, New Road, Ennis, Co. Clare V95 DXP2

Legal basis for the collection, processing and sharing of personal data as part of the provision of a library service

The lawful basis for processing personal data through the library management system is that this processing is necessary for the performance of tasks carried out for a statutory reason as provided for in the Local Government Act 2001, Part 9, Chapter 3 – Library and Archival Functions. This is also the legal basis for the collection of personal data in relation to the running of programmes of events throughout the library service. The lawful basis for processing personal data in connection with the use of the library public internet and Wifi service is to comply with the Communications (Retention of Data) Act 2011.

How do we collect your personal data?

We collect information in the following ways:

Information you give us, about you when you become a member of Clare County Library, register to use the internet or Wifi service or sign up for an event or programme.

Information we get from your use of our library services or library service providers. We collect information about you when you borrow, return, reserve books and other items either through a library staff member in a branch library, a self-service machine or through the library website.

What personal data do we collect from you?

The information we process in the LMS (library management system) includes some or all of the following:

1. Name (first name and last name)
2. Address including Eircode
3. Year of birth
4. Gender
5. Email address
6. Mobile number
7. Home library
8. Library card number
9. Pin
10. Items currently on loan to you
12. Items currently on hold for you
13. Items you have told us that you have returned

The library membership form can be accessed via the following link:

<https://lqma.iii.com/selfreg>

Information we get from your use of the library internet and Wifi services

1. Name (first name and last name)
2. Address including Eircode
(OR library barcode number)
3. Date and time period on which you used the service

4. the number of the PC or the MAC address of the device that you used

How your personal data will be used by the library section within Clare County Council

Clare County Library will only process information that is necessary for the purpose for which it has been collected.

Clare County Library will only contact you in connection with the use of the library service.

If you do not provide us with the information we require, relevant and appropriate to the reason for which we request it, this may prevent you from fully availing of our services.

Will we share your personal data with anyone else?

We share your data with other Irish Local Authority Libraries and with Libraries Development, LGMA (Local Government Management Agency) for the purpose of providing shared library services and a Single Library Management System. You can access all the local authority privacy statements on their individual websites.

Innovative Interfaces Global Ltd, a global provider of library management systems, is the data processor for the Library Management System (LMS) and have a data processing agreement with the LGMA in place.

See the LGMA Libraries Ireland data protection Privacy Statement here:

<http://www.clarelibrary.ie/eolas/LibrariesIrelandPrivacyStatement.pdf>

We may share your personal data with third parties in connection with our processing of your personal data.

Trusted third parties, Sord Data Systems and Interleaf Technology Ltd provide a management service for the internet service on our behalf in accordance with appropriate data sharing confidentiality agreements. Bibliotheca Library Solutions provide Clare County Library with the self-service systems in use in our libraries.

We require all third parties to enter into a data processing agreement with us which complies with our obligations under the GDPR. This agreement requires third parties to have appropriate security systems in place and only to use your personal data on our instructions and in accordance with data protection law.

There are no plans to transfer the personal data that you provide to a third country or international organisation.

(Please note that printing services in some libraries are not provided by Clare County Library but by Ormonde Technologies (Surfbox) Ltd. Copies of Ormonde Technologies Data Protection Policy is available from the library desk.)

We provide access for members to third-party online e-resources such as e-books and e-magazines in conjunction with the LGMA. These third parties are data controllers in their own right. Clare County Library do not share your personal data with these third parties. We do allow them to check certain information items against the LMS system in order to confirm their validity. Members join each of these services separately to their library membership and give explicit consent to the third parties for the processing. You should refer to their privacy statements for information about what

they do with your data and what rights are available to you. You can access each of these privacy statements through the Clare County Library website <http://www.clarelibrary.ie/>.

How long will we retain your personal data?

We will only retain your personal data for as long as is necessary to fulfil the purposes for which we collected it and for as long as we are legally required to under EU or Irish Law. We subscribe to the National Retention Policy for Local Authority Records

<https://www.lgma.ie/en/publications/corporate/national-retention-policy-for-localauthority.pdf>

We may also maintain a Data Retention Policy which supplements the National Retention Policy.

Library memberships are renewed annually. After a period of inactivity of 3 years on your account, your account will be erased unless there are outstanding items owed on your account. Records of your usage of the internet and wifi services throughout the library network are maintained for 1 year. Personal data provided by you in connection with an event or programme will be erased once the event or programme has ended unless you specifically request these details be retained to inform you of further programmes. You have a right to have your personal information erased provided we do not need to hold it in connection with any of the reasons permitted or required under the law.

Your data protection rights

You have the right to request access to personal data held about you, obtain confirmation as to whether data concerning you exists, be informed of the content and source of data and check its accuracy. In addition, if the data held by us is found to be inaccurate you have the right to change, remove, block, or object to the use of, personal data held by Clare County Council. In certain circumstances blocking access to data may delay or remove access to a service where the data is required by law or for essential purposes related to delivery of a service to you. Please note that to help protect your privacy, we take steps to verify your identity before granting access to personal data. For further information on how to exercise your data protection rights see: [https://www.clarecoco.ie/\[info\]/privacy-statement/#Introduction](https://www.clarecoco.ie/[info]/privacy-statement/#Introduction)

Right of complaint to the Office of the Data Protection Commission

If you are not satisfied with the outcome of the response you received from Clare County Council in relation to your request, then you are entitled to make a complaint to the Data Protection Commission who may investigate the matter for you.

The Data Protection Commission website is www.dataprotection.ie or you can contact their Office at:

Lo Call Number: 1890 252 231

E-mail: info@dataprotection.ie

Postal Address: Data Protection Commission, Canal House, Station Road, Portarlington, Co. Laois. R32 AP23.