

Library Service

We are committed to keeping your personal information safe. Processing it under our duties under the General Data Protection Regulation.

We will keep your information accurate and up to date and we will not keep your information longer than necessary. The Isle of Wight Council is the data controller for all personal information that it processes.

You can contact our Data Protection Officer by emailing dpo@iow.gov.uk. Or write to Data Protection Officer, County Hall, High Street, Newport, IW PO30 1UD.

This notice explains how the Library Service uses your personal information and the ways we protect your privacy. This notice applies to all personal data collected for or on behalf of us.

The lawful basis for collecting or processing your personal information is:

- consent
- legal obligation
- vital interests
- public task
- legitimate interests

How we use your information

To enable us to carry out our functions, it is necessary for us to collect or process your personal information. This includes your details of what is collected e.g., contact details, etc.

We need your consent to process your information when you borrow items, use the computers or Wi-Fi or to attend events, to establish residency and contact details. This information is collected so that we can contact you if necessary. We need your consent to this processing, but you may withdraw your consent at any time. If you do not give your consent or subsequently withdraw it you may no longer be able to borrow items or use the computers and Wi-Fi.

We have a public task to process your information in respect of recording items you have on loan from us and information relating to computer use.

We will or may share your information with third parties (data processors) contracted by Isle of Wight Council to work on behalf of the Council to support the library service such as the providers of our library management systems

We are required by law to protect the public funds we administer. Sharing information provided with other bodies responsible for auditing or administering public funds. We take part in the Cabinet Office's [National Fraud Initiative](#). This is a data matching exercise to assist in the prevention and detection of fraud. We are required to provide sets of data to the Minister for the Cabinet Office for matching. View more information on [counter fraud and corruption](#).

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Retention period or criteria used to determine the retention period

We will keep your personal information only for as long as it is needed for the purpose for which it was collected. Further details can be found by contacting Library HQ, libraries@iow.gov.uk

Your legal rights

Under some circumstances, you have rights under data protection laws in relation to your personal data. Please note not all these rights apply to all processing. You have the following rights:

- The right to be informed – you have a right to be told how we use your personal data
- The right of access – you have the right to request a copy of the information that we hold about you
- The right to rectification – you have a right to ask us to correct information we hold about you if it is wrong
- The right to erasure (right to be forgotten) – in certain circumstances you can ask for the data we hold about you to be erased from our records
- The right to restrict processing – where certain conditions apply you have a right to restrict the processing
- The right to data portability – you have the right to have the data we hold about you transferred to another organisation
- The right to object – in some circumstances you have the right to object to your personal data being used

Rights of automated decision making and profiling. You have the right for any decision made by a computer to be reviewed by a human being. You can object to us profiling your behaviours and characteristics.

Some of the rights are complex, and there are circumstances where your rights will not apply. For example, the right to erasure will not apply if your personal data is required to comply with a legal obligation. We recommend you read the guidance notes from the [Information Commissioners Office](#).

Queries and complaints

If you have a complaint about the processing of your personal data, please contact us by:

- emailing dpo@iow.gov.uk
- writing to Data Protection Officer, County Hall, High Street, Newport, IW PO30 1UD

If you are not satisfied following an internal complaint, you can lodge a complaint with the [Information Commissioners Office](#).