

# Privacy Notice

This document describes how and why we collect, store, protect, process and share the data you give to us when you make an enquiry at a West Berkshire Council library.

Date of Issue: 21 May 2018

Update History:

<i>Version 1</i>	First issue of a new Privacy Notice

Directorate: Economy and Environment  
Service: Public Protection and Culture  
Team: Libraries

## About the Organisation

West Berkshire Council is the Data Controller. This means it is ultimately responsible for the data it holds about you.

Contact Address:

West Berkshire Council  
Market Street  
Newbury  
Berkshire  
RG14 5LD

ICO Registration Number: **Z6825178**  
<https://ico.org.uk/ESDWebPages/Entry/Z6825178>

## The Data Protection Officer

The Data Protection Officer for West Berkshire Council is:

**James Gore AMBCS BA**

Contact details can be found here: <http://info.westberks.gov.uk/dpofficer>

## **What data will we collect about you?**

When you make an enquiry, we will collect details of:

- your name
- ways to contact you e.g. email address, telephone number or postal address
- the details of your enquiry

Optionally, you may give us your library membership card number, and we'll use this to retrieve up-to-date contact details from your library membership file.

## **What will we use your data for?**

We will use this data to get in touch with you in response to your enquiry. It won't be used for any other reason.

## **Who will see your data?**

Your data will be seen by authorised West Berkshire Council staff involved in responding to your enquiry.

We will not share your information with any third parties.

## **Why are we doing this?**

West Berkshire Council runs a library service for its communities. As part of that service, it provides the means to make enquiries. As such, processing of your data is necessary in the public interest, as part of the statutory service the Council provides in its role as a Public Authority.

There's more on your rights below (see "Your Rights").

## **How long will your data will be kept?**

Your data will not be kept any longer than necessary. You can check how long the organisation will keep each type of data against West Berkshire Council's retention schedule ([www.westberks.gov.uk/retention](http://www.westberks.gov.uk/retention) ).

## **How is your data stored and processed?**

Your data will be held on the Council's database designed for handling customer enquiries and will be protected using up-to-date technical and organisational security measures.

## **Transfer overseas**

Your data will not be stored or sent outside of the UK.

## **Your rights**

You have a number of rights when it comes to the data we hold about you. These are detailed on our request form ([www.westberks.gov.uk/dprequest](http://www.westberks.gov.uk/dprequest) ) that also allows you to make a request for us to take action about something.

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## Complaints

If you've already told us we need to do something, but we haven't responded in a way you're satisfied with, you can complain to the Information Commissioner's Office (the ICO). It's easiest to do this online via the ICO website (<https://ico.org.uk/concerns/handling/>), but you can also do so in writing to:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

END

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