



**BUCKBY LIBRARY & HUB**  
**for books & buzz**

Station Road, Long Buckby, Northampton, NN6 7QB, [info@buckbylibraryhub.org](mailto:info@buckbylibraryhub.org)  
Registered Charity 1185196

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## **Privacy & Data Protection Policy**

At Buckby Library & Hub (BL&H) ensuring the privacy and security of your personal information is very important to us. This policy outlines the information we collect about you, in order to carry on our work, and how we use, disclose and otherwise manage this information and the choices you have to restrict our use of this information. BL&H regards the lawful and correct treatment of personal data essential for a successful organisation and for maintaining the confidence of those with whom we deal.

### **General Data Protection Regulation (GDPR)**

This is the EU-wide legislation that provides a framework for the responsible behavior by those using personal information or data. The GDPR came in force on 25 May 2018 and replaces the Data Protection Act 1998 and works alongside the Data Protection Act 2018.

### **Collected Information**

There are instances where we might collect personal information from you, which are further outlined below. The information we collect may include, for example, your name, date of birth, email address, postal address, telephone number and your particular service interests.

- **New Joiners of the Library facility**

Buckby Library & Hub will collect and process some personal data for new joiners of the library on behalf of Northamptonshire County Council (NCC) which determines the purposes and means of processing that personal data, how it is held and used. BL&H is compliant with GDPR in relation to this NCC data only to the extent it collects and processes such information on behalf of NCC as described. In this circumstance Buckby Library & Hub is the Data Processor and the NCC is the Data Controller. All of our staff and volunteers who use the NCC Library Management

System (LMS) undergo basic GDPR training stipulated by the NCC.

The contact details of the NCC Data Protection Officer are:

[NLISdataprotection@northamptonshire.gov.uk](mailto:NLISdataprotection@northamptonshire.gov.uk) or

[dataprotection@northamptonshire.gov.uk](mailto:dataprotection@northamptonshire.gov.uk)

- **Our Email List**

When you sign-up to be on our eNewsletter, we collect your name and email address. You will then be on the list of recipients for our email newsletter and we may contact you from time to time with other information related to BL & H. Names and email addresses provided to us are only used internally and for the purpose of sending you a communication from BL&H. We respect your privacy rights and will not sell or rent your email address to other companies.

If you would like to unsubscribe from our email list, you can email us at [info@buckbylibraryhub.org](mailto:info@buckbylibraryhub.org). You can also unsubscribe by clicking on the unsubscribe link at the bottom of our newsletters. We will remove your name from our email list as soon as possible. Please recognise that you may receive another final confirmation email before we are able to remove you.

- **Activity Attendance and Service Use**

If you attend certain classes and activities, or access certain services such as energy advice sessions, we will collect optional information such as your name, email address and phone number. This is in order to contact you in the event that activity scheduling changes and potentially to make you aware of other relevant activities and events at BL&H.

- **Customer Service**

When you contact us with a query, feedback or other comments, you may be asked for information that identifies you, such as your name, email address and telephone number. We collect this information to verify your identity and to help us promptly answer your question or respond to your comment or feedback. We may retain this information to assist you in the future. We also may use your feedback, suggestions and comments to monitor and/or improve our products or website.

- **Volunteering with us**

Should you register your interest in volunteering with us, you may be asked for information that identifies you, such as your name, address, telephone number and email address. We collect this information to verify your identity and to help us promptly answer your question or respond to your comment or feedback. We may retain this information to assist you in the future. We also may use your feedback, suggestions and comments to monitor and/or improve our products or website.

- **Working with us**

If you are applying for a job with BL&H you will be required to download an application form from our website and then asked to email your completed application to the address specified in the job description. The information you provide within the application will only be used for the purposes of considering your suitability to the position for which you have applied.

We are legally obliged to hold some forms of information in order to fulfil our statutory obligations – this includes information relating to our recruitment process. We hold your personal information for as long as is necessary to complete the relevant recruitment processes, usually 12 months after notifying the outcome of the process, or for as long as is then outlined in any relevant contract with you.

Your data is only used for the purposes of processing your application. We do not pass your data to third parties unless required to do so by law, in order to verify the detail contained in your application or to share with relevant persons considering your application. Where we do share your data with third parties, it is shared on the basis that strict confidentiality will be observed.

- **DBS Checks**

BL & H will adhere to our Safeguarding policies in determining when DBS [Disclosure and Barring Service] checks, be that basic or enhanced, are required with regard to job and volunteer applicants. When using the DBS checking service we must comply with the code of practice issued under section 122(2) of the Police Act 1997 to ensure that our organisation is aware of our obligations, and that the information released will be used fairly.

This code also ensures that sensitive and personal information, disclosed by the DBS, is handled and stored appropriately and is kept for only as long as is necessary.

- **Storing information for DBS certificate information**

The code of practice requires that the information revealed to us is considered only for the purpose for which it was obtained and should be destroyed after a suitable period has passed. We will use any information revealed on DBS certificates fairly. We must also satisfy the DBS that we are complying with the code of practice. This means cooperating with requests from the DBS to carry out assurance checks, and reporting suspected malpractice that relates to the code or misuse of DBS certificates.

- **Gift Aid**

Any person who is UK taxpayer is able to gift aid donations to the BL&H charity. In order to comply with HMR&C regulations, any personal data provided to the charity for gift aid purposes must be retained by the charity for a period of 6 years. 'HMR&C requirement' is the legal basis for the charity to retain this information.

**Information We Share**

We may use service providers to process data, host our website, and send emails, in order to help us better understand your use of our website and refine and improve the website. These companies may store and process this information. All of our service providers are required to maintain the confidentiality and security of your personal information and to use it only in compliance with applicable privacy laws. These companies are not authorised to use your information in any manner, other than in helping us to provide you with products and services or as otherwise required by applicable law. We will not share your information outside of the BL&H network.

We may also disclose specific personal information about you if required by law, governmental request or court order if, based on our good faith belief, it is necessary to conform or comply with such law, request or court order.

## **Retention of Personal Information**

We only keep your personal information as long as is necessary for the purposes we collected it, or as otherwise required by law.

## **Security of Personal Information & Disclosure**

Your privacy is important to us. We maintain reasonable administrative, technical and physical safeguards in an effort to protect against the loss, theft, unauthorised access, use, modification and disclosure of personal information in our custody and control. We have implemented measures in an effort to safeguard the personal information in our custody and control, including only providing access to personal information to employees and authorised service providers who require such information for the purposes described in this policy.

All trustees, volunteers and staff are made aware that they must not disclose personal data about any other person to an unauthorised person or organisation or the general public **without the prior permission of the data subject**. This includes the disclosure of addresses, telephone numbers and email addresses of fellow volunteer or staff members.

## **Data Accuracy and Data Access Requests**

You have the right to find out what personal data is held by BL&H about you and how it is used. You can make this request by submitting a written Subject Access Request [SAR] via email to [info@buckbylibraryhub.org](mailto:info@buckbylibraryhub.org). We will comply with your request within one calendar month of receipt. In exceptional circumstances (for example when the request is complex) it may be possible to extend that time limit but you will be informed within one month and the reason why the extension is necessary.

## **Opting Out**

If you would like your information to be removed from any or all of our systems, please contact us on [info@buckbylibraryhub.org](mailto:info@buckbylibraryhub.org) or visiting the Library & Hub. We will securely delete your data as soon as possible. If you receive emails from us, and would like to unsubscribe, you can do so by contacting us on [info@buckbylibraryhub.org](mailto:info@buckbylibraryhub.org) or visiting the Library & Hub. We will remove your name from our email list as soon as possible. Please

recognise that you may receive another email before we are able to remove you.

### **Sale of Business**

Buckby Library & Hub may transfer any information we have about you in the event of a merger with a third party or upon a sale or transfer of all or a portion of our business or assets to a third-party acquirer.

### **Policy Changes**

We will update this policy as necessary to reflect best practice in data management, security and control and to ensure compliance with any changes or amendments made to the General Data Protection Regulation. We may periodically update this policy for new, unanticipated uses not previously disclosed. Any changes made will be posted on our website immediately and the date of modification will be recorded. We will treat your personal information in accordance with the policy in place at the time your information was collected. This policy was updated in December 2019.

### **Contact Us**

Please do contact us with any questions about our policy and data protection, the manner in which we treat your personal information or to withdraw your name from an email or other marketing lists. If you wish to access or update the personal information we have about you or to correct factual errors in our records, please contact us as set out below. To protect your privacy we will take reasonable steps to help verify your identity before granting access or making corrections.

Please check our website for details of our current Data Protection Officer.

Email us at [info@buckbylibraryhub.org](mailto:info@buckbylibraryhub.org)

Please write to us or visit us at:

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