Information held about you by North Tyneside Libraries

In order to provide library services to you, it is necessary for North Tyneside Council to collect and hold personal information about you. We will only keep your information for the minimum period necessary, as outlined in our record retention schedules. This information will include.

- name, address, telephone number, email address and date of birth;
- records of items you have borrowed and
- any charges incurred;
- home delivery visits
- book requests.
- We do not view or retain any credit or debit card information you may share with a third-party Payment Provider.

How will we use the information we hold about you?

We will collect information about you (where applicable) to:-

- Set up your library account so you can use the library facilities
- Assign you an appropriate borrower type, e.g. Child or Adult
- Send you information relating to your account, e.g. notifications about requested or overdue items.
- Produce statistical information, this will be anonymous.

Who will we share your information with?

We may share your information with partner organisations, including our Library Management Systems suppliers, but this will only be in the context of administering the system.

We will not normally share your information with organisations other than our partner organisations without your consent; however, there may be certain circumstances where we would share without consent such as where we are required to do so by law, to safeguard public, safety, and in risk of harm or emergency situations.

Any information which is shared will only be shared on a need to know basis, with appropriate individuals. Only the minimum information for the purpose will be shared.

Accuracy of your information

It is important that we hold accurate and up to date information about you in order to deliver the appropriate services. If any of your details have changed, please ensure that you inform us as soon as possible so that we can update your records.

You can ask us at any time to have your data removed.