

Cultural Services Privacy Notice

How to contact us

Inverclyde Council will act as the 'Data Controller' in regard to the personal data you provide to us. The 'Data Controller' is based at Inverclyde Council, Customer Service Centre, Municipal Buildings, Clyde Square, GREENOCK, PA15 1LY.

The Council's Data Protection Officer is Vicky Pollock. The Information Governance Team can be contacted at dataprotection@inverclyde.gov.uk and by telephone on 01475 712498.

What information do we need?

Unless specifically agreed with you, we will only collect personal data about you which does not include any special categories of personal information about you. The information will however include details such as:

- your name;
- email address;
- date of birth;
- and home address.

Why we need this information?

You are giving the Council your personal information which will be used:

- To process your library membership and to contact you about your account;
- As evidence that you have agreed to Inverclyde Libraries' Acceptable Usage Policy for public PCs <https://www.inverclyde.gov.uk/community-life-and-leisure/libraries>;
- To participate in Cultural Services activities, events and enquiries, and/or to provide media consent for the use of images;
- As evidence that you have agreed to abide by copyright legislation;
- To process loans and donations to/from museum and archive collections;
- To process any service feedback received;
- To record any incidents or accidents taking place on our premises.

We need to know this personal data in order to provide you with the services that you have requested and to establish our rights in relation to those services.

If you do not provide this information then we will be unable to provide those services to you. We will not collect any personal data from you that is not needed for service delivery.

The Legal Basis for using your information:

Processing your personal information is necessary for performance of a task carried out in the public interest by the Council.

What we will do with your information?

All of the information we collect from you will be processed by staff in the United Kingdom.

No third parties will access your personal data unless there is a legal obligation for us to do so.

In general the Council does not transfer personal data outside either the UK or the European Union and on the rare occasions when it does so the Council will inform you. The Council will only transfer data outside the UK and the EU when it is satisfied that the party which will handle the data and the country it is processing it in will provide adequate safeguards for personal privacy.

How long will we keep your information?

The Council maintains a Policy for the Retention and Disposal of Documents and Records Paper and Electronic which sets out how long we hold different types of information for. This is available on the Council's website and can be found on the following page <https://www.inverclyde.gov.uk/law-and-licensing/freedom-of-information> or you can request a hard copy from the contact address previously stated above.

Your Rights

When you provide information to the Council, you will have the following rights:

- To withdraw consent at any time, where the Legal Basis specified above is consent.
- To request access to your personal data.
- To object, where the Legal Basis specified above is: i) public task or ii) legitimate interests.
- To data portability, where the Legal Basis specified above is i) consent or ii) performance of a contract.
- To request rectification or erasure of your personal data, in so far as the legislation permits.

In addition, if you are unhappy with the way the Council have processed your personal data you have the right to complain to the Information Commissioner's Office (45 Melville Street, Edinburgh, EH3 7HL, Tel: 0131 244 9001, Email: scotland@ico.org.uk) but you should raise the issue with the Council's Data Protection Officer first.

Automated Decision Making

N/A

More information

For more details on how the Council processes your personal information visit <https://www.inverclyde.gov.uk/site-basics/privacy>

If you do not have access to the internet you can contact the Council via telephone to request hard copies of our documents.