



Comhairle Cathrach
& Contae **Luimnigh**

Limerick City
& County Council

(This document is for information purposes only)

Data Protection Privacy Statement for

Limerick City and County Library Service

Who we are and why do we require your information?

Limerick City and County Council seeks to promote the economic, social and cultural development of Limerick City and County and in doing so contribute significantly to improving the quality of life of its people. The delivery of high quality services, tailored to meet the needs of all our customers, remains one of Limerick City and County Council's core objectives and is included in our Corporate Plan. This quality service includes not only the level and quality of service given to our customers, but also the quality of our decision-making processes, the efficiency and effectiveness of our corporate operations, standard of our facilities and our ability to adapt in an ever-changing environment. In order to provide the most effective and targeted range of services to meet the needs of the citizens, communities and businesses of Limerick City and County we will be required to collect, process and use certain types of information about people and organisations. Depending on the service being sought or provided, the information sought may include 'personal data' as defined by the Data Protection Acts and by the General Data Protection Regulation (GDPR) and may relate to current, past and future service users; past, current and prospective employees; suppliers; and members of the public who may engage in communications with our staff. In addition, staff may be required, from time to time, to collect, process and use certain types of personal data to comply with regulatory or legislative requirements.

Why do we have a privacy statement?

Limerick City and County Council has created this privacy statement in order to demonstrate our firm commitment to privacy and to assure you that in all your dealings with Limerick City and County Council that we will ensure the security of the data you provide to us. Limerick City and County Council creates, collects and processes a significant amount of personal data in various multiple formats on a daily basis. Limerick City and County Council's commitment is that the personal data you may be required to supply to us is;

- Obtained lawfully, fairly and in a transparent manner
- Obtained for only specified, explicit and legitimate purposes
- Adequate, relevant and limited to what is necessary for purpose for which it was obtained
- Recorded, stored accurately and securely and where necessary kept up to date
- Kept only for as long as is necessary for the purposes for which it was obtained.
- Kept in a form which permits identification of the data subject
- Processed only in a manner that ensures the appropriate security of the personal data including protection against unauthorised or unlawful processing.

Data Protection Policy

Limerick City and County Council has a detailed Data Protection Policy, which outlines how we as a public body are committed to ensuring the security of any personal data you provide to us.

What is the activity referred to in this Privacy Statement?

Limerick City and County Library service is responsible for fulfilling the statutory functions of the Council in relation to library services. Limerick City and County Library service provides access to reading opportunities, recreational, educational and cultural opportunities and programmes together with access to computing, study and research facilities for all the people of Limerick city and county. The service is provided via the network of 16 libraries, a mobile library service and a school delivery service.

What is the basis for making the processing of personal data in this activity lawful?

The legal basis for processing personal data by the Library Service is mostly contained within the following legislation:

- Article 6(1) (a) and 6(1) (e) of the General Data Protection Regulation 2016
- Local Government Act 2001 – Part 9, chapter 3 – Library and Archival Functions
- Section 66 of the Local Government Act 2001
- The Local Government Management Agency Establishment Order 2012 – Statutory Instrument 290 of 2012
- The Local Government (Miscellaneous Provisions) Act 2012 (Transfer of Functions of An Chomhairle Leabharlanna) Order 2012 – Statutory Instrument 423 of 2012.

The information we collect and hold will be used to:

- enable the provision of an effective Library Service
- fulfil membership request
- fulfil library member item requests
- fulfil booking for attendance at events
- inform you of services available from our library service and its affiliates
- process payment, e.g., fees for services provided to the library, payment of invoices etc.
- contact you in relation to current or potential library services

We require your contact details

In order to communicate with you, you will be asked for contact details. You do not have to provide all contact details but providing more, such as email, phone, address, makes it easier to communicate. Please note that to help protect your privacy, we take steps to verify your identity before granting access to personal data. These contact details may also be used to verify your identity.

What other items of personal data do we need to undertake this activity?

Library Membership

All applications for Library membership are required to provide information on the following categories of data: Personal detail of the applicant:

- First Name
- Last Name

- Address
- Eircode
- Date of Birth
- Email Address
- Mobile No / Phone No
- Home Library
- Library Card Number
- PIN
- Parent/Guardian Full name (Under 18 yrs. only)
- Parent/Guardian Address (Under 18 yrs. only)

Each applicant is required to show photographic identification (who you are) and proof of current address (where you live)

Any personal information provided will be treated with the highest standards of security and confidentiality, in accordance with Data Protection Acts, 1988, 2003, 2018.

Membership expires annually and can be renewed at the request of the library patron.

Is the personal data submitted as part of this activity shared with other organisations?

Limerick City and County Council may, to fulfil statutory or regulatory obligations or in the public interest, from time to time, have to share personal data with other organisations or entities (in Ireland or abroad). Where this is required Limerick City and County Council shall have regard to the security and integrity of the data and will minimise the data shared.

In this process, the data will be shared with the following recipients:

Data is shared with other Irish Local Authority Libraries for the purpose of providing shared library services and a Single Library Management System and other library related business. In addition, data is also shared with trusted third parties who provide support to us and to the Single Library Management System (LMS) and will process data on our behalf in accordance with appropriate data sharing confidentiality agreements.

What is the Library Management System (LMS)?

The library services use a computer software platform called the Library Management System (LMS). The system is provided and hosted by Civica Ltd. Civica Ltd is a global provider of library management systems. The privacy notice for this system can be found here

[Libraries Ireland Privacy Statement.pdf](#)

Notification of Library Events

We will only contact you if you have given your explicit consent to receive notifications in connection with your use of the service and notify you about library events. You have a right to withdraw your consent at any time by emailing your local library branch.

Disclosure of information to third parties

We share your personal information with local authority public library services. The sharing of your personal information is primarily within the local authority public library service in the area that you live. One of the advantages of a national library service is that you may research and reserve a library item from a different local authority public library service. The Local Government

Management Association LGMA (Libraries Development) has arranged for library members to access six online resources provided by third parties as follows:

No	Online Resource	Third Party per contract (click for link to Privacy Statement)
1	Newspaper	Press Reader International Ltd
2	Magazines	Libby by Overdrive
3	eBooks	Bolinda Digital (Borrowbox)
4	eAudio Books	Bolinda Digital (Borrowbox)
5	Language Learning	Transparent Language
6	Courses & Lifelong Learning	Universal Class

Limerick City and County Library has arranged for Limerick City and County Library members to access the following resources provided by third parties as follows:

No	Online Resource	Third Party per contract (click link to Privacy Statement)
1	Touch-type Read Spell (TTRS)	Touch-type Read and Spell (TTRS)
2	Reading Eggs	3P Learning
3	Mobile Library App	Solus UK Ltd
4	Find My Past	Find My Past
5	Irish Newspaper Archive	Irish News Archives
6	Digital Comics and Graphic Novels	Libby by Overdrive
7	Music Streaming & Downloads	Freegal Music : Privacy Policy

These third parties are data controllers in their own right. They will collect personal data about you including your library card for their own purposes. Neither LGMA (Libraries Development) nor Limerick City and County Library share your personal data with these third parties. LGMA (Libraries Development) and Limerick City and County Council do allow them to check certain information items against the Library Management System in order to confirm their validity. You should refer to the privacy statements of each of the listed third parties for their privacy information about what they do with their data and what rights are available to you. LGMA (Libraries Development) and Limerick City and County Council produce aggregate reports on the usage of these systems. Your data will not be passed to any third-party for their own independent marketing purposes.

Personal data collected and processed in our use of CCTV

This privacy notice is designed to complement the council's CCTV Policy and must be read in conjunction with that policy. Limerick City and County Library has CCTV systems in operation at all times in several library buildings for the purposes of:

- the prevention and deterrence of crime, disorder and anti-social behaviour
- the detection of crime, disorder and anti-social behaviour

- to ensure the security and safety of Limerick libraries, council and contractor employees, and visitors to Limerick libraries
- to ensure the safe and secure operation of the My Open Library service

Processing of this data is necessary to protect the vital interests of the data subject or another person; for compliance with legal obligations; and for the performance of tasks carried out in the public interest or for our official functions. CCTV captures visual images of persons in or around our buildings and facilities. This personal data is collected through the CCTV cameras operated by the Library and not from a publicly available source. In certain circumstances we may be required to disclose CCTV images to certain bodies of authority, such as An Garda Síochána and Emergency Services. We process CCTV footage for 28 days after the date of capture, although we may process footage for a longer period, for example if the footage is relevant to an investigation. Your core rights as a data subject apply to this processing.

In this activity, if the personal data is to be transferred to a different country, it will be transferred to the following countries (if there are no countries listed, it is not intended to transfer the personal data abroad).:

How long is this personal data held by Limerick City and County Council?

Limerick City and County Council has a detailed record retention policy which goes in to more detail of the time period for which your personal data will be retained by Limerick City and County Council and what will happen to it after the required retention period has expired.

The data processed as part of this activity will be retained for the following period(s):

When we collect your personal information, the length of time we retain it is determined by a number of factors including the purpose for which we use that information and our obligations under other laws. In line with our policies, after a period of inactivity on your account, your personal data will be erased from Library Management System. We do not retain personal information in an identifiable format for longer than is necessary. We may need your information to establish, bring or defend legal claims. In these cases, we will always retain your personal information for 18 months after the date it is no longer needed by us for the purposes of providing of library service. The only exceptions to this are where:

- You have unreturned items
- Fines, costs of replacing or repairing items and other costs that are owed to a local authority
- the law requires us to hold your personal information for a longer period, or delete it sooner
- you exercise your right to have the information erased and we do not need to hold it
- in connection with any of the reasons permitted or required under the law.

What will happen if the requested personal data is not provided?

We will be unable to provide you with a library service.

Your Rights

You have the right to request access to personal data held about you, obtain confirmation as to whether data concerning you exists, be informed of the content and source of data and check its accuracy. In addition, if the data held by us is found to be inaccurate you have the right to change, remove, block, or object to the use of, personal data held by Limerick City and County Council. You also have the right to data portability. In certain circumstances blocking access to data may delay or remove access to a service where the data is required by law or for essential purposes related to delivery of a service to you. To exercise these rights, you should contact Limerick City and County Council (Data Controller) at the following address:

email: dataprotectionofficer@limerick.ie

Data Protection Officer,
Limerick City and County Council,
Merchants Quay,
Limerick

Right of Complaint to the Office of the Data Protection Commissioner

If you are not satisfied with the outcome of the response you received from Limerick City and County Council in relation to your request, then you are entitled to make a complaint to the Data Protection Commissioner who may investigate the matter for you.

The Data Protection Commissioner's website is www.dataprotection.ie or you can contact their office at:

Telephone: 01 7650100
1800 437 737

E-mail: info@dataprotection.ie

Postal Address:
Data Protection Commissioner
21 Fitzwilliam Square South
Dublin 2
D02 RD28
Ireland