

Privacy Notice for Hounslow Libraries

When you join the library, we ask you for some personal information. This notice explains what happens with this information.

Gaining your consent

If you do not agree for us to share information, you should let us know. However, there are times when your information could still be shared, for example:

- as part of our duty to protect a child, a vulnerable adult, yourself or the public
- for the prevention and detection of a crime
- the assessment of any tax or duty
- if we are required to do so by any court or law

What information do we record?

In order to meet your library needs more effectively, the information we require from you may include personal or sensitive information, such as:

Personal information

- First name
- Family name or surname
- Address
- Telephone numbers
- Date of birth
- Email address

Sensitive personal information

- Gender, ethnicity and first language
- Disability status
- Employment Status

Service information

- Items borrowed and returned
- Items reserved
- Date and time of log-ins for Libraries' People's Network computers
- Date and time of log-ins for Libraries' WiFi
- Library fines owed and collected
- IP Address (if using our website)

What do we use it for?

We may also use some of the information you provide us with for other reasons, such as:

- To help us plan services for your future
- To make sure that the service you receive is efficient and effective
- To account for our decisions and investigate complaints
- To meet our statutory obligations
- To identify and protect those at risk of harm
- To ensure the accuracy of our records
- To prevent and detect crime
- To protect you and other people

Further information

The London Borough of Hounslow Privacy Notice can be found here:

www.hounslow.gov.uk/privacy