

Data Protection Privacy Statement - Customer comments, complaints and queries (Libraries)

In order to deliver services to the citizens and communities in Bedford Borough, it is necessary for the Council to collect, gather and process personal data about residents, staff and other individuals. Bedford Borough Council is committed to protecting your personal data when you use its services and/or correspond with it.

The Council has registered as a Data Controller with the Information Commissioner's Office. This registration can be viewed on the [ICO website](#) (opens in a new window) Registration Number Z5916725.

As a Data Controller, the Council sets out the purposes and methods for processing information and ensures safeguards over any personal and special category information it processes.

The sections below explain the arrangements we have in place to protect the information entrusted to the Council.

In relation to customer comments, complaints and queries that relate to Libraries, Bedford Borough Council will process your personal data for the following processing purposes:

The Library Service (Bedford Borough Council) will use your data to answer your comments, complaints and queries quickly and completely. The data will be used to identify the enquirer on the Library Management System and to respond to them either by e-mail using our in-house enquiry system or Outlook, or via letter. We will only collect the data required to answer enquiries in a timely manner.

We collect the following data:

Name

Address

Postcode

E-mail address

Library card number

Library name

It is processing this personal data by virtue of the following Lawful Basis:

Performance of a task carried out in the public interest

Personal data provided in order for us to respond to customer comments, complaints and queries may be shared with, or obtained from the following organisations (in addition to any other disclosure required by a Court of Law or in response to a valid request by, normally, a law enforcement agency:

We will share your data with Axiell who are the Library Management System suppliers. The personal data, including the original enquiry and response, is stored on Axiell servers as they provide the system that our in-house enquiry process is built on.

The processing of your personal data will be restricted in time to:

The data is retained for three years. This enables us to:

- **Revisit a customer's query history**
- **Ensure answers to similar enquiries are consistent**
- **Identify service development trends**

Your personal data will be held by/for the Council within the UK or the EU. If it is held elsewhere it will be held as follows:

Axiell will always store data within the European Economic Area (EEA).

We have a range of measures to protect the personal data you provide. These include: cyber security; physical security of the Council's buildings and training on Data Protection for staff.

Bedford Borough Council is the Data Controller processing your information, who can be contacted as follows:

Information Governance
Bedford Borough Council
Borough Hall
Cauldwell Street
Bedford MK42 9AP
Email: dpo@bedford.gov.uk
Telephone: 01234 267422

If you wish to enquire about your rights as a data subject, whether you wish to request a copy of your own information that Bedford Borough Council holds, request for data portability; rectification or erasure of your data for any reason or objection to any processing, please contact the Council's GDPR Data Protection Officer email: dpo@bedford.gov.uk or send to the above address.

Alternatively if you are unhappy in the way Bedford Borough Council has handled the processing of your information in any way, you have the right to contact the UK's Supervisory Authority: The Information Commissioner's Office who can be contacted:

By webform: <https://ico.org.uk/global/contact-us/email/>
By email: casework@ico.org.uk or,
By telephone: 0303 123 1113

Changes to this Notice

We keep this Privacy Notice under regular review and we will place any updates on its Internet site. This Notice was last updated in Jan 2019.