

Data Protection Privacy Statement - Library membership (online registration)

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 online registration for library membership, Bedford Borough Council will process your personal data for the following processing purposes:

The Library Service (Bedford Borough Council) will use your data to set up your membership with Bedford Borough Libraries. This data is required so we can communicate with you regarding library related matters and ensure the security of our stock and facilities. We will only use your data for the delivery of library services, such as the loan of stock, requesting titles, accessing public computers, and using online services.

The data collected is:

Name

Address

Telephone number

E-mail address

Date of birth

Gender

Library Card Number

PIN

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 for online registration for library membership 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 processing of your personal data will be restricted in time to: **Your membership expires 3 years after you join the library service, this ensures we check that the information we hold for you is up to date. Memberships that have not been used for 5 years are deleted automatically every six months. Memberships that have overdue loans are deleted 7 years after the loans defaulted, as per financial audit rules.**

Memberships that have outstanding accounts are deleted after 7 of inactivity, as per financial audit rules.

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, in the event that you remain dissatisfied with the way Bedford Borough Council has handled the processing of your information (i.e. after liaising with the Council to find a satisfactory solution), you have the right to contact the UK's Statutory Authority: The Information Commissioner's Office (ICO) who can be contacted by using the details displayed at the bottom of the page entitled [Personal information and your rights | Bedford Borough Council](#) on our website under the "Challenging the response" heading.

Changes to this Notice:

We keep this Privacy Notice under regular review; this Notice was last updated in August 2025.

