

High Life Highland Library Membership Privacy Notice

- **Purpose**

High Life Highland Library Membership

- **Description**

We offer customers use of our library services across highland as part of the High Life Highland Membership. Personal information is collected, retained and processed in order for us to administer library memberships and reservations through the use of borrower accounts. Borrower accounts are created and maintained in our library management system, this information allows us to provide all members with free access to services.

Your contact details (including your email, if supplied) will be used to contact you in relation to your library membership, for example reminder emails for book return dates.

- **If you do not give us your information**

If you do not provide High Life Highland with your personal details we will be unable to provide you with a card and related benefits.

- **Conditions for processing personal information**

Consent – article 6 (1)(a) – we require your personal information to allow us to process library memberships.

- **Your rights**

- Access to personal data
- Amendments to your data
- Removal of your personal data
- Change the way we process your personal data

[Find out more about your rights](#)

- **Who we share your information with**

High Life Highland share your personal information with third parties in order for us to administer processes. For a list and more information on third party processors please visit:

www.highlifehighland.com/GDPR/Data-Processors

- **How long we hold your information**

We will retain your data whilst you are an active member only. Your data will be removed two years after your last engagement with High Life Highland.

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- **How to withdraw consent**

If you wish to stop using the library service and have your personal information removed from the database please email DPO@highlifehighland.com

- **Automated Processing**

Your personal information is not subject to automated decision making or profiling.

- **Data controller**

The data controller is The Highland Council (High Life Highland delivers services on behalf of The Highland Council).

- **Data Protection Officer**

Contact our Data Protection Officer:

Data Protection Officer
Highland Council Headquarters
Glenurquhart Road
Inverness
IV3 5NX
01463 702029

DPO@highlifehighland.com

- **Supervisory authority**

If you are unhappy with the way we have processed your personal information you can contact the Information Commissioner:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilslow
Cheshire
SK9 5AF
Tel: 0303 123 1113
<https://ico.org.uk/global/contact-us/>