

PRIVACY POLICY

Totley CRIC Respects Your Privacy

Totley Community Resource and Information Centre is registered as a Charity, registration number: 1158493

We comply with the Data Protection Act 1998, GDPR legislation May 2018 and electronic communications will be made in accordance with the Privacy and Electronic Communications Regulations (PECR)

We collect the personal data that you may volunteer as part of joining as a library user, volunteer, making a purchase, donation, as a friend, lottery player or supporter. Personal information we collect may include:

- Your full name and title, date of birth
- Postal address, email address and phone number
- Current interests and activities.

We will also collect and hold information about any contact you have with us which may include details of:

- Contact preferences
- Donation gift or lottery winning information, including payment and banking details where applicable
- Gift Aid status
- Details of correspondence sent to you, or received from you
- Donor/membership status
- Any other information provided by yourself at the request of the charity.

When we ask you to provide your personal information, we will let you know why we are asking and how we will use your data, by directing you towards this notice.

Legal Basis

The main reasons we collect and process information are to provide a service you have requested, to keep you up to date with news and events, to personalise your communications, or to contact you if we need to obtain or provide additional information (e.g. event changes, travel disruption) and to fundraise. The information we collect about our users also helps us understand how we can best meet their needs.

If you fail to provide that information when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with a ticket).

Contract Purposes

When you make a purchase, buy a lottery ticket or make a donation you are entering into a contract with us. In order to perform this contract, we need to process and store your data. For example, we may need to contact you in case of a change or cancellation to an event, or to resolve problems with your payment, or provide updates on an activity to which you participated in or contributed to.

For library users:

- Totley Library offers its own purchased and donated books for loan. These are identified by an orange sticker and must be checked out and in at the front desk. If you have registered with us to borrow our “orange sticker” books, we store some personal information about you in a web-based system called Koha. This includes your name, postcode, email address, and Sheffield Council library card number. We also store a record of the books currently issued to you, a record of your book-borrowing history, a record of fines accrued on overdue books, and the fines paid. This information is visible to front-desk volunteers working at the library and to certain other volunteers with administrative roles within the library.
- This information is used to manage the loan of our orange sticker book stock. For example, we may send you emails when items are overdue and fines need to be paid.
- You may ask to see the information we hold about you by submitting a request in person or by email to: **totleylibrary@gmail.com**. You will need to provide a copy of some ID with your request. If the information is incorrect, we will correct it promptly if you tell us.
- You can ask for your information to be removed from our “orange sticker” system; however if you do so you would no longer be able to borrow from our donated book stock.
- Please note that personal information held by Sheffield City Council’s library management system is separate and is subject to the council’s data privacy policy.

For volunteers:

- Totley CRIC stores information about you in a web-based service called Three Rings. This includes your name, address, telephone number and email address. We also store your role within the library (for example Session Leader, Fundraiser, or Library Assistant), your availability for shifts and a record of the shifts you have worked. This information is accessible to a limited number of people in the library, namely the Day Coordinators, Building Manager, Cleaning Coordinator, Story Time Coordinators, Gardening Coordinator and Trustees.
- This information is used to help us manage the rota and to contact you about library operational issues and about events for which we need volunteer help.
- We may store paper or digital copies of your volunteer application form and any references that were taken up.

For Friends of Totley CRIC

- Totley CRIC offers individuals the opportunity to become “Friends of Totley CRIC” by making a regular donation. For these individuals, we store names, addresses, phone

numbers and email addresses and a record of donations made. We use this information to administer our donations scheme.

- Entries for Friends who have not been donated for more than two years are purged and the list updated

For Players of Totley Library Lottery

- Totley CRIC is licensed to operate the Totley Library Lottery. For these individuals, we store names, addresses, phone numbers, email addresses, bank details, standing orders, lottery numbers, records of winnings in both electronic and paper forms. We use this information to administer the lottery.
- Entries for Players who have not participated in the lottery for more than a year are purged and the list updated.

Legitimate Interests

Where processing your data is necessary for our legitimate business interests (e.g. promotion of events at the library, providing you with access support during your visit, reporting to funders, or to raise funds) your interests and fundamental rights do not override those interests.

To meet our Legal Obligations

Where we need to comply with a legal or regulatory obligation e.g. providing Gift Aid status to HMRC.

With your explicit Consent

Where we have your explicit consent to process your information in that specific situation.

Marketing and Communications

We aim to communicate with you about the work that we do in ways that you find relevant, timely, respectful and are never excessive.

To do this, we use legitimate interests as the legal basis to process data that we have stored about you. In addition, we contact you only in line with the contact preferences which you have told us about at the time with us in writing, in person or over the phone.

If you do not wish to receive postal communications, please let us know by emailing totleylibrary@gmail.com or writing to Chair of Totley Library, Totley Library, 205 Baslow Road, Sheffield S17 4DT. If you do not wish to receive email communications from Totley CRIC, an option to unsubscribe is included in every email newsletter communication. Totley CRIC Data Controller is Norman Rolfe

Please note: opting out of marketing communications does not mean that we won't contact you when required to fulfil our contract with you.

Fundraising Communications

Totley CRIC is a registered charity and from time to time we may include information on how to make contributions to support our work in the library.

Why we will hold and process your data

Depending on your relationship with Totley CRIC, data we hold may be used to send you promotional, marketing, membership or fundraising information by post, telephone or electronic means. These types of communications can include:

- Informing you of charitable activity we deliver including products, services or events related to Totley CRIC, such as exhibitions, films, events and community projects
- News and updates about Library activities in e-newsletters.
- Information on our operations, including occasional information on how to support us in various ways.
- Other relevant communications based upon your relationship with Totley CRIC.

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate. If you wish to exercise any of your rights, as listed below please write to us at **totleylibrary@gmail.com**.

You can make a request relating to any of the rights listed below:

- Object to processing of your personal information
- Object to automated decision-making and profiling
- Restrict of processing of your personal information
- Enquire about your personal data portability
- Rectify your personal information
- Erase your personal information

We will consider each request in accordance with the General Data Protection Regulations. No administration fee will be charged for considering and/or complying with such a request and a response will be provided within one month of receiving the request. Upon successful verification of your identity you are entitled to obtain the following information about how your personal information is processed:

- a. The purposes of the collection, processing, use and storage of your personal data
- b. The source(s) of the personal information, if it was not obtained from you
- c. The categories of personal data stored about you
- d. The recipients or categories of recipients to whom your personal data has been or may be transmitted along with the location of those recipients
- e. The envisaged period of storage for your personal data
- f. The use of any automated decision-making and/or profiling.

Security

The transmission of information via the Internet or email is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of data while you are transmitting it to our site; any such transmission is at your own risk. Once we have received your personal data, we will use strict procedures and security features to try to prevent unauthorised access. We will process, disclose or share your personal data only if required to do so by law or in the good faith belief that such action is necessary to comply with legal requirements or legal process served on us or the Website.

Third party links

You might find links to third parties (e.g. external organisations and suppliers) on our Website. These websites should have their own privacy policies, which you should check. We do not accept any responsibility or liability for their policies whatsoever as we have no control over them. In cases when we use external websites provided by other organisations such as Twitter, Instagram or Facebook, then we ask you to consult their privacy policies.

Google Analytics

When someone visits <http://www.totleycric.org.uk/> we may use Google Analytics to collect statistical data and details of visitor patterns which tell us which parts of our website visitors use most often. None of this information uses, or requires the use, of personal information and is processed in a way that does not identify individuals. We do not make any attempts to find out the identities of individuals visiting our website.

Ticketing

The information you provide when booking tickets for an event will be used primarily to protect your purchases and attendance at events. If you book for a cinema screening your data is processed by us using the legal basis that enables us to fulfil our contract with you.

Mailing List

- We use a third party provider MailChimp to deliver our e-newsletters. We use MailChimp software to help gather statistics on opening rates and clicks on links which help us monitor and improve our communications. This monthly e-newsletter contains details of the library's news, events and services and occasionally notifications of special events.
- All emails sent out by Mailchimp include an "unsubscribe" link allowing recipients to remove themselves permanently from the list. You can view MailChimp's privacy notice [here](#).

You have the right to lodge a complaint with the Information Commissioners Office (ICO) if you believe your data has been processed in a way that does not comply with [data protection](#). You can do so by calling the ICO helpline on 0303 123 1113 or via their [website](#).

This Privacy Notice was last updated: April 2021