

Library Services – Summer Reading Challenge Privacy Notice

Author: Data Protection

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Your privacy and how we use your information

Southend-on-Sea City Council is committed to protecting your privacy when you use our services. We are the data controller, this means we control how your personal information is processed and for what purposes.

The Privacy Notice below explains how we use information collected by our Library Service when you choose to be a Library Volunteer for the Summer Reading Challenge and how we protect your privacy.

We have a Data Protection Officer who makes sure we respect your rights and follow the law. If you have any concerns or questions about how we look after your personal information, please contact the Data Protection Officer at Dataprotection@southend.gov.uk or by calling 01702 215000 and asking to speak to the Data Protection Officer.

What personal information do we collect?

- Personal information of you, your referees and your Emergency Contacts (such as name, address, dates of birth)
- Personal circumstances (such as any medical information which may impact on your volunteering role)
- Contact details of you, your referees and your Emergency Contacts (Such as telephone numbers and email addresses)

Why we collect this information

- To manage and support you as a volunteer
- To enable us to contact someone for you in case of an emergency
- Delivering library services to customers
- Planning and improving the library service
- Preventing or detecting of fraud or crime

If we cannot use your data we would not be able to support you as a volunteer, providing valuable support for library services.

Your personal information will be treated as confidential and we will only use your information in ways which are permitted by the relevant data protection laws.

Lawful basis on which we use this information

- Our legal basis for using your personal data is consent.
- Our legal basis for using your special personal data is explicit consent.

As you are consenting to our use of your personal data you have the right to withdraw your consent at any time, by emailing librarydevelopment@southend.gov.uk

Who else might we share your data with?

We appreciate you have provided your information to us and may not want us to share it with others.

However sometimes it is necessary for us to do so.

We only share your information where we are permitted or required to by law, or where you have requested us to do so.

The personal information will be used by the Council's Library Service team and other staff members to whom the data is relevant. This information may also be shared with;

- External agencies like the Police
- Any person or organisation where we are required to because of a court order, legal duty or statutory obligation.

How long will your data be kept?

The personal information we collect will be retained for 6 months following the completion of you volunteering with the Library Service. It will then be destroyed securely and in line with organisational processes and protocols.

Keeping your information secure

- We make every effort to keep your information safe
- We take appropriate care to secure the information we hold about you
- We have robust technical security such as passwords and information encryption
- We have policies and procedures to make sure your information is only available to our employees who need to see it to do their job, and we train these employees appropriately
- We establish robust procedures and contracts to extend these protections to any other person or organisation we made need to give your information to

Who can you contact about Data Protection and your rights?

As a data subject you have a number of rights with regards to your personal data such as access to your data. To find out more about these rights and how to exercise them you can email the Data Protection officer for Southend City Council at dataprotection@southend.gov.uk

For independent advice about data protection, privacy and data sharing issues or to lodge a complaint about how we have handled your information you can contact the Information Commissioner's Office (ICO):

You can visit www.ico.org.uk or email casework@ico.org.uk

Alternatively you can write or telephone:

- Information Commissioner's Office Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF
- Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number.

For the full Southend-on-Sea City Council Privacy Notice which gives more detail on your rights and how we use your information please visit: www.southend.gov.uk/privacynotice