

FOPL

Friends of Penketh Library Privacy Statement

Your privacy is a top priority for Friends of Penketh Library (FOPL). We are dedicated to looking after your Personal Information in a way you feel is safe and secure, handling it in a responsible manner and complying with data protection laws. When it comes to your privacy, we follow 3 main principles:

Simple. We want to make it simple for you to understand how we use your personal data. We aim to use easy to understand language to describe our privacy policy and processes to help you make informed choices.

Transparent. We want to be transparent about the Personal Information we collect, why we collect it and how we process it.

Control. We give you control over the Personal Information you provide to us. We let you choose how and when it is used, shared, kept or deleted.

Our full Privacy Statement is below and we recommend you take the time to read and understand it.

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1. About Us

Friends of Penketh Library (FOPL) is a constituted group operated by its members.

FOPL is committed to protecting your privacy and maintaining the security of any Personal Information received from you. We strictly adhere to the requirements of the data protection legislation in the UK. As a not-for-profit organisation we are exempt from the requirement to be registered on the Data Protection Public Register. Our Data Protection Officer will be happy to deal with any queries or requests regarding the data we hold about you. They can be contacted at friendsofpenkethlibrary@gmail.com with 'FAO The Data Protection Officer' in the message title or by written enquiry addressed to The Data Protection Officer, FOPL c/o Penketh Library, Honiton Way, Penketh, WA5 2EY.

2. Information we collect

Information we collect about you

In order to become a member of FOPL and for FOPL to collect and process your Personal Information, you must be 18 years old or over and fill in your details on our membership application form.

If you are under 18 years old you will need to have your parents' or guardians' permission and countersignature on our membership application form to become a member of FOPL and for FOPL to collect and process your Personal Information.

By filling in the membership application form, you consent to FOPL collecting, processing and using your Personal Information as submitted on the form.

When you become a member of FOPL or subsequently during your membership with your consent, we may collect information such as your name, email address, phone number(s) and postal address. This allows us to process your membership registration and to contact you with messages.

FOPL operates a website: 'friendsofpenkethlibrary.org.uk'. No Personal Information is collected on the FOPL website and no Personal Information is collected from cookies, pixels or similar software.

FOPL may have a presence on social media such as Facebook and Twitter. Refer to these social media organisations for information on their privacy policies.

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Information you provide to us

You may provide to FOPL information such as your name, email address, phone number(s) and postal address.

We do not collect sensitive information (also known as special categories of information) about you except when you specifically, knowingly provide it and have consented to this.

3. How we use the information

We will use your Personal Information for a number of purposes including:

- To contact you regarding your membership of FOPL
- To contact you with information about FOPL news, events and activities
- To contact you with information about library news, events and activities.

Service messages

We may send service emails to you to as a member of FOPL. Service emails may contain information we think we need to make you aware of, or to let you know important information about your membership.

Marketing messages

We may use your email address to update you on new products, services and subscription offers. We will only contact you with your consent. You are entitled to withhold this consent and refrain from receiving such communications by contacting friendsofpenkethlibrary@gmail.com with 'FAO The Data Protection Officer' in the message title or in writing addressed to The Data Protection Officer, FOPL c/o Penketh Library, Honiton Way, Penketh, WA5 2EY.

We will always provide you with a way of opting out of receiving future marketing messages from us each time we send them to you.

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4. What if you don't provide some or all of the information requested?

The impact of this will depend on what information you withhold, but the main impacts may be:

- We may not be able to contact you directly to let you know of FOPL news and activities, though these will usually be posted in paper form at Penketh Library.
- We may not be able to contact you directly regarding your FOPL membership.
- We will not be able to respond fully to requests and queries you may have.

5. What grounds (legal basis) are we processing the data under?

There are a number of grounds we may process your data under. These are:

- Contractual – we need the information to perform the contract for any of our services which you have requested.
- Legal – should we be legally required to contact you concerning your membership of FOPL.
- Legitimate interest – this means the processing is in FOPL's interest. It allows us to manage our member's relationship effectively and efficiently and to improve the services we provide by better understanding which activities are popular with which groups of individuals.
- Consent – where you have given us consent for your information to be used.

6. Sharing your information with third parties

If it becomes necessary for FOPL to provide your Personal Information to third parties for the purposes of providing you with our services, the following will apply:

These third parties may be located outside the European Economic Area; however, we only use providers that provide adequate protection for your information at all times.

When transferring and storing any Personal Information outside the EEA we only do so under one of the legally recognised transfer mechanisms for ensuring the data is safeguarded. These are:

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- The country in question has been deemed safe for data transfer by the European Commission. Also known as an adequacy finding.
- The contract for data processing contains the standard contractual clauses laid down by the European Commission to safeguard the transfer of personal data.
- Binding corporate rules – this is where a large company's own internal processes for international data transfer have been signed off and agreed by the European Commission as safeguarding the data.
- If the data is going to the USA it can be safely transferred to a company that is certified under the EU-US Privacy Shield.
- Appropriate certification schemes.

We will disclose your personal data in order to comply with any legal obligation. This includes disclosing information to organisations for the purposes of fraud protection, credit risk reduction, or the order of a court or regulator.

We may also share your details with service providers who assist us with hosting our marketing campaigns and surveys but only in cases where you have consented to marketing or surveys. We will not provide your data to other third parties for marketing purposes unless you have specifically consented to this when you first provided your data to us. You are entitled to decline to receive such third-party communications by contacting friendsofpenkethlibrary@gmail.com with 'FAO The Data Protection Officer' in the message title or in writing addressed to The Data Protection Officer, FOPL c/o Penketh Library, Honiton Way, Penketh, WA5 2EY.

7. Transfer of FOPL

In the event that we undergo re-organisation or are transferred to a third party, you agree that any Personal Information we hold about you may be transferred to that re-organised entity or third party.

8. How we protect your information

We follow strict security procedures in the storage and disclosure of information which you have given us, to prevent unauthorised access to, and loss, misuse or alteration of your Personal Information in accordance with UK data protection legislation. These include firewalls and virus-checking procedures. While we take steps to ensure the security of your information, there is a risk that any information transmitted over the Internet and stored on a computer may be intercepted or accessed by an unauthorised party. If you think that someone has accessed your information held by us without your permission or gained unauthorised access to

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your details, you should notify us at friendsofpenkethlibrary@gmail.com with 'FAO The Data Protection Officer' in the message title or in writing addressed to The Data Protection Officer, FOPL c/o Penketh Library, Honiton Way, Penketh, WA5 2EY

9. Your rights regarding your Personal Information

Under the Data Protection law, you have a number of rights with respect to your Personal Information, which are:

- Correcting your Information

You are entitled to have your Personal Information updated to ensure it is up to date and accurate. In order to maintain the accuracy of the information we hold, you can update your personal details by sending us an email to friendsofpenkethlibrary@gmail.com with 'FAO The Data Protection Officer' in the message title or in writing addressed to The Data Protection Officer, FOPL c/o Penketh Library, Honiton Way, Penketh, WA5 2EY.

- Withdrawing Consent

You have the right to withdraw your consent to any processing that is currently being done under your consent, such as marketing. Consent can be withdrawn by updating your preferences by sending us an email to friendsofpenkethlibrary@gmail.com with 'FAO The Data Protection Officer' in the message title or in writing addressed to The Data Protection Officer, FOPL c/o Penketh Library, Honiton Way, Penketh, WA5 2EY.

- Obtaining a copy of your Information.

You have the right to receive a copy of the Personal Information we hold about you. You can do this by sending us an email to friendsofpenkethlibrary@gmail.com with 'FAO The Data Protection Officer' in the message title or in writing addressed to The Data Protection Officer, FOPL c/o Penketh Library, Honiton Way, Penketh, WA5 2EY.

- Deleting your information

You can request that we delete Personal Information in certain circumstances. These will be specific to each case. You can do this by sending us an email to friendsofpenkethlibrary@gmail.com with 'FAO The Data Protection Officer' in the message title or in writing addressed to The Data Protection Officer, FOPL c/o Penketh Library, Honiton Way, Penketh, WA5 2EY.

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- Data Portability

You have the right to ask us to transfer the Personal Information that you have given us to another controller.

- Restricting Processing

You can request a restriction on the processing of your data in some limited circumstances. Examples are concerns over data accuracy or we no longer need to hold your data but you have requested its retention by us to aid you in a legal matter. You can do this by sending us an email to friendsofpenkethlibrary@gmail.com with 'FAO The Data Protection Officer' in the message title or in writing addressed to The Data Protection Officer, FOPL c/o Penketh Library, Honiton Way, Penketh, WA5 2EY.

- Right to object to Processing

You have the right to request that we stop processing your data for marketing purposes and in other limited circumstances such as asking us not to process your data by wholly automated means or not to analyse your information for targeted content etc., (also known as profiling).

You can action any of these rights by contacting us by sending an email to friendsofpenkethlibrary@gmail.com with 'FAO The Data Protection Officer' in the message title or in writing addressed to The Data Protection Officer, FOPL c/o Penketh Library, Honiton Way, Penketh, WA5 2EY.

10. Right of complaint to the Regulator for Data Protection

The data protection laws in the UK are regulated and enforced by the Information Commissioner's Office (ICO). Each individual has the right to raise a concern/complaint to the ICO if they have any concerns about how their Personal Information and/or privacy is treated. You can do this via the ICO's website, <http://ico.org.uk/> follow the links or have an online Live Chat.

Call the ICO helpline on: 0303 123 1113

Email: casework@ico.org.uk

Postal address:

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Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow, Cheshire,
SK9 5AF

11. How long we hold your data for

Some of the information you provide to us will be necessary to carry out tasks, such as providing our services to you. We will keep this information for as long as you remain a FOPL member and for so long as reasonably necessary. After this time, we may need to hold your personal data in order to meet our obligations or identify or resolve issues or causes of action. If your membership is inactive for more than five years, we reserve the right to delete any information you have provided to us.

12. Links to third-party websites

Our website contains links to other websites belonging to third parties which are not covered by this privacy policy. If you want to go through to a third-party website, please make sure that you read the privacy policy for that website.

13. Updates to this policy

We may update this policy at any time without notice. We will tell you that we have updated the policy by emailing you at the email address you have provided to us and/or by posting an announcement on the website. By continuing your membership of FOPL after we have emailed you or posted a notice informing you of an update, you accept the changes to this Policy.

Privacy statement last updated 18 November 2021.

14. Contacting us

If you have any questions about privacy or wish to update your details or have them removed from our mailing list at any time, please contact us at: friendsofpenkethlibrary@gmail.com with 'FAO The Data Protection Officer' in the message title or in writing addressed to The Data Protection Officer, FOPL c/o Penketh Library, Honiton Way, Penketh, WA5 2EY.