

Privacy and Personal Information

Falkirk Community Trust Libraries take our responsibility to care for our customers' personal information very seriously. We are included in the Data Protection Register kept by the Information Commissioner under the Data Protection Act 1998 and must only use any personal information for the purpose it was collected. We must also comply with the general privacy policy of Falkirk Community Trust. You can find further details on that policy at: www.falkirkcommunitytrust.org/help/terms.aspx.

We keep a limited amount of personal information about our customers. This is restricted to:

- Name - required
- Address - required
- Age - if provided
- Gender - if provided
- Language - if provided
- Telephone numbers - if provided
- E-mail addresses - if provided

Our computer system gathers the following information about you as you use the library:

- Details of items on loan to you
- Details of items you have borrowed and returned
- Details of items you have requested
- Details of any money you owe us
- Notes and comments placed on your record by library staff in connection with your use of the library
- Details of the web sites you visit using our ICAM internet computers
- Details of how you use our web site, which are collected so that we are able to improve the way the site works

We are happy to provide you with copies of any personal information we hold about you, if requested.

You should remember that information about you may be gathered if you connect to sites on the internet via our computers. This is not under our control, but there are some measures you can take yourself to protect your privacy on-line. You can, for example, use a web browser that protects your anonymity on line. Examples are "Ixquick" and "DuckDuckGo". Internet browsers like Google Chrome give you the option to browse privately, but this only hides your activity on the computer you have been using. Library staff can give you further advice.

Our internet access computers are protected from viruses and malicious programmes by software that resets the machine to a default state every time the computer is re-started. If you are concerned that personal information may be left on the computer after your use, please ask staff to re-start the machine.

Phone calls to our libraries are not recorded.

Some of our libraries are covered internally by CCTV for the purpose of the prevention and detection of crime. CCTV images would only be examined by staff and/or Police in the event of an incident. Images are stored, secured and destroyed after 30 days.