

Clare County Library - Internet Service – Privacy Notice

Who we are and why we require your information

Clare County Library is not a building or an institution but a resource to be used by people for information, learning, culture and the imagination thereby improving the intellectual and cultural quality of life of the community.

Clare County Library offers free Internet Access at each branch throughout the county. To comply with the **Communications (Retention of Data) Act 2011** it is a requirement for the use of the library public internet service that the following information be recorded for each user:

- the person's full name and the person's full address (OR their library barcode number)
- the date on which they have used the service; -
- the number of the PC that they have used; -
- the time they began using that PC.

A trusted third party provides a back-up service on our behalf in accordance with appropriate data sharing confidentiality agreements.

(Please note that printing services in this library are not provided by Clare County Library but by Ormonde Technologies (Surfbox) Ltd. Copies of Ormonde Technologies Data Protection Policy is available from the library desk.)

Why we have a privacy statement

Clare County Library has created this privacy statement in order to demonstrate our firm commitment to privacy and to assure you that in all your dealings with Clare County Library that we will ensure the security of the data you provide to us.

Clare County Library guarantee that the personal data that you may be required to submit to us is

- obtained and processed fairly
- kept only for one or more specified, explicit and lawful purposes used and disclosed only in ways compatible with these purposes
- kept safe and secure
- kept accurate, complete and up-to-date
- adequate, relevant and not excessive
- retained for no longer than is necessary for the purpose or purposes give a copy of your own personal data to you, on request

Security

Clare County Council takes its security responsibilities seriously, employing appropriate physical and technical measures including the use of a Staff Access Control system with audit controls and staff

training and awareness. We have internal procedures and computer interfaced protective barriers to keep your information as safe and secure as we possibly can. Any personal information volunteered will be treated with the highest standards of security and confidentiality, in accordance with the Data Protection Acts, 1988 and 2003 and GDPR regulations.

Your Right to access information held about you

You have the right to request access to personal data held about you, obtain confirmation as to whether data concerning you exists, be informed of the content and source of data and check its accuracy. In addition, if the data held by us is found to be inaccurate you have the right to change, remove, block, or object to the use of personal data held by Clare County Library. Blocking access to data may delay or remove access to a service where the data is required by law or for essential purposes related to the delivery of a service to you. Please note that to help protect your privacy, we take steps to verify your identity before granting access to personal data. To exercise these rights please email mailbox@clarelibrary.ie or write to the Data Protection Officer, Clare County Library, Mill Road, Ennis, Co. Clare V95 FX32.

Right of Complaint to the Office of the Data Protection Commissioner

If you are not satisfied with the outcome of the response you received from Clare County Library in relation to your data access request, then you are entitled to make a complaint to the Data Protection Commissioner who may investigate the matter for you. The Data Protection Commissioner's website is www.dataprotection.ie or you can contact their Office at:

Lo Call Number: 1890 252 231 E-mail: info@dataprotection.ie

Postal Address: Data Protection Commissioner, Canal House, Station Road, Portarlinton, Co. Laois. R32 AP23.

For further details see: [Clare County Council Privacy Statement](#)