Privacy Statement

Contents

The British Library needs to collect and process information about you to provide you with a customised and personal service, and to carry out its legitimate business.

Our Privacy Statement applies:

- whenever the British Library asks you for your personal information
- to all types of personal information held by the Library in the course of its day-to-day business, including enquiries, records of transactions, paper and online forms
- to direct use of "bl.uk" websites, and
- to services provided by the British Library

and sets out:

- the principles we follow when collecting and looking after your information
- how we use that information
- how to access personal information the Library holds about you

Corporate accounts

Certain services, such as our document supply services, allow nominated administrators within an organisation to set up and manage a corporate account by controlling the level of use by their colleagues, and add or remove names from the corporate account. Individuals using a corporate account should consult their organisation's policies for the terms and conditions under which they may use their organisation's corporate account.

External websites

The British Library's website and the electronic resources provided in the Library's reading rooms contain extensive links to other independent websites that are not controlled by the British Library. This statement applies to the direct use of the British Library websites at the "bl.uk" domain. You are strongly advised to consult the privacy policies of other websites you visit for information about their policies and practices.

The Library's commitment

The British Library recognises the importance of protecting your right to privacy. When we ask you for information, we will abide by the law and handle the information provided in a manner which respects your rights and privacy.

When we ask you for personal information, we will:

- make sure you know why we need it;
- ask for what we need and do not collect irrelevant information;

- protect it from loss, damage or unauthorised access;
- make sure we don't keep it longer than necessary; and
- not use it for marketing without your permission.

In return, we ask you to:

- give us accurate information and
- tell us as soon as possible if there are any changes, such as a new address.

This helps us to keep your information accurate and up to date.

How we use your information

We use your information to:

- provide you with a personalised service
- record transactions, process orders, enquiries and registrations
- obtain feedback and to help us to improve our services
- to meet legal and audit requirements
- help us to ensure the safety and security of staff and members of the public, and
- safeguard the Library's collections

With your consent, we also use your information to provide you with information about our services, products and how to support the Library.

We may disclose personally identifiable information without seeking your prior consent provided that the disclosure would not be in breach of the Data Protection Act, for the purposes of:

- collection security
- law enforcement
- investigating actual or suspected copyright infringement

or when

- the Library is subject to a legal obligation to disclose the information
- it is necessary to protect your vital interests
- we believe that disclosure is necessary to protect our rights

Contractors and service providers engaged by the Library
The Library works with private and public sector partners to deliver joint projects or to provide services on our behalf, for example, to process online purchases. It may be necessary to share your information with our suppliers and partners. Whenever this happens, strict security measures are applied, and suppliers and partners are bound by strict contractual provisions to ensure that your information is only used on our behalf for the purposes specified in the contract or agreement.

Job applicants, current and former Library employees
See the careers' pages of our website at http://www.bl.uk/careers for more information about our recruitment process. Information provided through the careers pages is password protected and collected over a secure link.

If you apply to work at the British Library, we will only use the information you supply to process their application and to monitor recruitment statistics. If we want to disclose information to a third party, for example, to take up a reference or to carry out a background

check for the purpose of pre-employment security vetting, we will not do so without informing you beforehand, unless the disclosure is required by law.

Personal information about unsuccessful candidates will be held for 12 months after the recruitment exercise has been completed. It will then be destroyed as confidential waste or deleted. We retain statistical information:

- to inform and improve our recruitment activities;
- for the purpose of ethnic monitoring, and,
- to obtain workplace statistics on, for example, gender, race, disability and age.

If you become a member of Library staff, we will compile a file relating to your employment at the Library. The information contained in this will be kept securely and will only be used for purposes directly relevant to your employment. Once your employment with Library has ended, we will retain the file in accordance with our retention schedule and then delete or destroy it as confidential waste.

Chatrooms, forums and user-generated content
Users are reminded that some areas of our website which allow you to submit content are for public viewing and discussion.

Any personal information included in this content is widely accessible. Specific terms and conditions apply to these sites.

Payments
Online payments by credit or debit cards for some goods and services provided by the Library are processed under contract using specialist third party service providers. When a payment is processed by a service provider acting on our behalf, card details are collected over a secure link and protected by industry standard software which encrypts your information. The British Library does not collect any account details and they are not made available to us. Our service provider will use the information you provide to process your payment and to refund any monies due to you. Please refer to the terms and conditions for the relevant service for further details.

Payments processed manually by the Library are dealt with in line with the Payment Card Industry Data Security Standard.

Websites, log files and cookies
All information collected on the British Library's website is used for service delivery and improvement, and website design.

This website uses industry standard analytics packages which automatically gather information on visitors to our website. This information is stored anonymously in server log files. It does not identify individual users and is used only for website administration and analysis of website usage and trends.

We may also collect and store information about you using cookies. These are very small files which are sent by us to your computer or other access devices and which we can access when you visit our website in the future. The cookie itself does not store any of your personal information. We use cookies to analyse how visitors use our website, for example, to identify which pages on our site are the most popular. The information collected is used to evaluate your use of our website, compile reports on website activity and provide other services relating to website activity and internet usage. We do this to make your experience of our website more efficient, for example by providing you with easier and faster access to website features.

If you want to delete cookies that are already on your computer, please refer to the instructions for your file management software to locate the file or directory that stores cookies.

Information about deleting or controlling cookies is available at www.AboutCookies.org.

Contacting you

All contact details are collected for the purposes of providing you with:

- goods and services you have requested
- service announcements and administrative information
- the opportunity to give us feedback to help us to improve our services, and,
- news about products, services and how to support the Library (only with your consent).

Service announcements and administrative information
We may contact you with information that may affect your use of a service, for example, disruptions to services, reading room closures, lost property, problems with orders.

Administrative e-mails may be sent automatically following certain actions, for example, welcome e-mails when you register for a service.

Please note that you will not be able to unsubscribe from administrative and service-related communications unless you unsubscribe from the relevant services.

Information about the Library's events and services
When you register with the Library you will be offered the opportunity to receive information about the Library, its events and services, and also to receive information from other organisations. This will be offered to you as two separate opt-in choices.

From time to time we may write to you or contact you by telephone, email or other electronic messaging services with news about the Library's events and services, and ways in which you may support us. **We will only do this if you chose to provide these contact details and have told us that you would like us to contact you with this information.**

You may also choose to receive information from the Library's business partners and carefully selected organisations. **You will only be contacted by these organisations if you have told us that you would like to be contacted in this way.**

How to up-date your personal information

You may change or up-date your information by:

1. modifying your profile through the My Account service
2. contact our Customer Services Team directly by e-mail to Customer-Services@bl.uk
3. contact the appropriate service directly

How to access your personal information

You may view your profile using the My Account service

Readers may access details of items they have requested for use in the Library's reading rooms by logging on as a reader and using the My Requests facility.

You may also ask for a copy of the information we hold about you by e-mailing us at customerdatagovernance@bl.uk or by applying in writing to:

Data Protection Manager
Corporate Information Management Unit
British Library
96 Euston Road
London
NW1 2DB

Please note that the Library may charge a statutory fee of up to £10 for providing this information. There will be no additional charges for photocopying or postage. Your request will be dealt with within forty calendar days of the Library accepting the request.

To help us identify the information you would like to see, please include any details that will enable us to locate the data that you are seeking.

In order to be sure that your personal information is not disclosed to an imposter, we may require you to provide us with proof of identity before the information is released.

More information about accessing your information is available from the Accessing your data pages on the British Library website.

Further information

If you have any questions about the Library's privacy statement or how it manages personal information in its care, please contact the Data Protection Manager by e-mail at customerdatagovernance@bl.uk

The British Library Board is registered as a Data Controller with the Information Commissioner's Office, registration number Z6326561.

Related information on the British Library website:

- British Library Personal Information Policy
- Information Charter
- Freedom of Information

Independent advice about data protection, privacy and access to information, is available from the Information Commissioner's office at:

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
www.ico.gov.uk

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