

All Nations Christian College

External Library Users Privacy Notice

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2. Introduction

Thank you for choosing to join All Nations Christian College Library as an external member. The College is committed to protecting your privacy and to meeting our data protection obligations. This privacy notice is intended to give you an understanding of how and why we use the information you provide to us via our website and otherwise.

3. Related Documents

- Data Protection Policy
- Data Retention Schedule
- Website Privacy Notice
- Cookie Policy
- Supporters and Alumni Privacy Notice
- Bookings Privacy Notice

4. Scope

This document applies to you if you choose to become a member of All Nations Christian College Library as an external user.

5. Who we are

All Nations Christian College is the **data controller** in relation to the processing activities described below. This means that the College decides why and how your personal information is processed. Where this policy refers to “we”, “our” or “us” below, unless it mentions otherwise, it is referring to All Nations Christian College.

6. What information does the College collect and why?

- 6.1 When you apply to join the library, the College collects a range of information about you. This includes:

- your name, address and contact details including email address and telephone number;
- the church you attend and your position within that church;
- your occupation;
- your college/institution and your course of study

6.2 Should we need to contact you regarding anything concerning your library membership or to respond to any other communication we receive from you, whether directly or via our website(s), we believe that we have a legitimate interest in contacting you for these purposes.

6.3 It is your responsibility to inform us of any changes in your contact details so that we can maintain accurate records and continue to support your membership.

7. Who has access to your data?

7.1 **College Staff:** The Information and Learning Services Team, which includes IT support services, has primary responsibility for processing your data in order to fulfil their roles and responsibilities and to ensure the smooth delivery of access to our library services.

7.2 **Third Parties:** We will never sell, distribute, or lease your personal information to third parties. However those providing technical support may have access to your name and contact details. All third parties are obliged to be compliant with data protection legislation. Third parties who may have access to your data include:

- i. **IT Support:** Our library management software providers have an agreement with us to use the personal information we provide them only to provide, support or improve their services to us. They are obliged to never sell our subscriber lists and neither they nor their third parties (where applicable) have a direct relationship with you nor advertise their services to you.

Our external IT support are also able to access your personal data if it is stored on our network. They are only able to access this for technical support and at our request and are legally bound not to breach anyone's privacy in performing their duties.

- ii. **Internet Facilitators:** When you use our **website** to contact us, by default your computing device will also send information to us, such as your IP address and other device specific information in order to enable the website to function as it should. However, this only identifies devices not the people who use them. **Google Analytics** collect standard internet log information and details of visitor behaviour patterns to help us improve visitor experience. **Cookies** also enable us to improve the usability of our website. Please see how we use cookies on our Cookies page <https://www.allnations.ac.uk/cookies-policy> on the website. Similarly, please note that when you send an **email** to us, it is transmitted from server to server as it crosses the Internet. Along the way, server administrators can read what you send and we cannot ensure or guarantee that loss, misuse or alteration of data will not occur whilst data is being transferred.

- iii. **Payment facilitators:** Subscribers who choose to make a payment to the College of any kind should also know that Barclaycard EPDQ, provides the means for us to accept and process card payments where the cardholder is not present. Payments can also be paid using PayPal, Stewardship and Charities Aid Foundation. For more information please see their respective websites:

- <https://www.barclays.co.uk/important-information/privacy-policy/>
- <https://www.paypal.com/en/webapps/mpp/ua/privacy-full>
- <https://secure.stewardship.org.uk/ancillary/Privacy.aspx>
- <https://www.cafonline.org/navigation/footer/privacy#privacy>

8. How does the College protect data?

- 8.1 The College takes the security of your data seriously. It has internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our employees in the proper performance of their duties. We use a secure server for computer files and only permit access to our website using secure connections. We also encrypt all personal data held digitally. When we store paper records, they are always kept in locked cabinets or rooms which are locked when unoccupied, with access only available to those who need to do so.
- 8.2 The College will not transfer data concerning external library members outside the European Economic Area.
- 8.3 **Breaches of security:** If for some reason we experience a breach in our security, we will fulfil our legal obligation to inform the data protection supervisory authority, The UK Information Commissioner's Office (ICO) within 72 hours. We will inform you if there is a possibility that you might have been or you have been harmed by any breach.

9. For how long does the College keep data?

- 9.1 External library members' personal information (digital and paper records) will be kept no longer than one year from the date library membership ends if no renewal is made.
- 9.2 Email correspondence is deleted regularly; it will be retained for no longer than three months.
- 9.3 Website Library applications are deleted when your details are transferred to the Library system.
- 9.4 When you join the library you are also given the option to join our mailing list. If you have opted to do this, we consider that we have a legitimate interest to provide you with the information requested. You may opt out of receiving our mailings or amend your mailing preferences at any time by clicking unsubscribe in our emails to you or by contacting us directly. Subscribers to our mailings are subject to our Supporters and Alumni Privacy Policy.

10. What are your rights?

- 10.1 As a data subject, you have a number of rights. You can:
- access and obtain a copy of the information we hold about you, on request;
 - require the College to change incorrect or incomplete data;
 - require the College to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing;
 - object to the processing of your data where the College is relying on its legitimate interests as the legal ground for processing.

10.2 If you believe that the College has not complied with your data protection rights, you can complain to the data protection supervisory authority, The UK Information Commissioner's Office (ICO), which can be contacted at <https://ico.org.uk/concerns/handling>

11. How to Contact Us

11.1 If you would like to exercise any of the above rights, have any queries about this privacy notice or about the way we process your personal information, please direct any queries to our Data Protection department using the contact details below.

- Email: info@allnations.ac.uk
- Telephone: +44(0)1920 443500
- By post: Data Protection, All Nations Christian College, Easneye, Ware, Herts, SG12 8LX
- You can update your mailing preferences here:
<https://allnations.accessconsent.com/home> or by contacting: network@allnations.ac.uk

11.2 If you would like to access a copy of your data, you may find it easier to use the form you can find here: [https://www.allnations.ac.uk/sites/default/files/PDFs/Data Subject Access Request Form.pdf](https://www.allnations.ac.uk/sites/default/files/PDFs/Data%20Subject%20Access%20Request%20Form.pdf)

11.3 We will make every effort to respond to you within 7 days and within no more than 30 days.

12. Notice Review:

This notice is effective from May 2019. We will review it regularly and will update it when necessary, so please check back from time to time.

All Nations Christian College Limited is a registered charity (No. 311028) and a company limited by guarantee, registered in England (no 990054). The College is registered under the Data Protection Act 2018 (Reg. No. Z6320083). The College has a fully owned trading subsidiary: All Nations Trading Limited, a registered company (No. 1189164) VAT Reg. No. 214 7013 06. Both companies have a registered address of: Easneye, Ware, Hertfordshire, SG12 8LX.