



Data Protection and Privacy Statement

Members

Inverness Tool Library values the privacy of its members. We are committed to protecting personal data in accordance with the legal principles and people's rights under General Data Protection Regulations (GDPR).

Our aim is to ensure that lawful processing is carried out. Our Privacy Policy & Data Protection Statement explains what personal information is collected and kept in connection with the Inverness Tool Library activities and how that information will be shared and used.

When is your personal data collected?

Personal data is collected:

- when you sign up to become a member of our Tool Library,
- when you borrow tools and use our database,
- when you register for one of our workshops or events.

Why is your personal data collected?

The personal data that is collected is used for various purposes. For example, it is used by our volunteers and staff members to assess whether you meet the requirements to become a member or take part in our programme of events and classes; and by our booking system to identify library members when borrowing items, and to allow us to retrieve items if they are not returned.

What information is collected when you become a member?

The personal information that our Tool Library collects during the membership sign up process is:

- first name,
- last name,
- address (including the postcode),
- email address,
- phone number,
- and year of birth.

You will be asked to provide this information directly to our library membership management system provided by a third-party organisation called 'myTurn'. If making payment by card you will be asked for information by the processing system 'Stripe'.

You can view their Privacy Notice here: <https://myTurn.com/privacy/>

We will use this information when assessing whether you meet the requirements to become a member and when renewing your membership.

We also ask for a proof of address and a proof of ID to check that the information you've already provided is accurate, but we don't keep copies of these in our files.

What information is collected when you book for an event, class or workshop?

The personal information that our Tool Library collects when you book for an event, class or workshop is your first name, last name and email address.

We will only process that information to send you information related to your participation in the event, class or workshop. For example, we may send reminders or further details about the event you're going to attend, or an invitation to send us feedback about the class you've just attended.

How will your information be kept?

All personal information entered by you on 'myTurn' and 'Stripe' is password protected.

We keep an electronic record of Library members who have registered for an event for the purposes of arranging the event and sending reminders.

We do not keep any hard copies of information about Library members.

How will your information be used?

The Inverness Tool Library may use the personal information you have provided in a number of ways. For example:

- for legal requirements like health & safety regulations,
- to contact you if we require further information regarding your sign up,
- to provide general advice on what constitutes good practice in borrowing and using tools or library membership benefits
- to contact you regarding renewing your library membership,
- to keep you up to date with developments and changes within the Inverness Tool Library,
- to inform you of the decision to approve or refuse your library membership or workshop registration,
- to inform you of the decision to deactivate your library membership
- to share updates about our programme of events and workshops,
- to enable us to make a decision about your participation in a workshop.
- to contact you regarding renewing your membership,

Information held on 'myTurn' may be used for statistical purposes related to monitoring the effectiveness and impact of the Inverness Tool Library. For example, we may use this information to identify how many library members signed up recently or renewed their library membership, what our most borrowed tool of the year is or geographical information.

We may use this statistical or geographical information to support funding applications or to improve our services. Information would only be processed anonymously for these purposes. Information will be processed so that individuals cannot be identified.

The Inverness Tool Library tries its best to provide advice and information to its members. We may use your contact details to provide you with general advice on what constitutes good practice in borrowing tools and using workshop space. For example, we may notify you when we notice a lot of late returns of tools within the community or to publicise awareness about new membership benefits.

Payment information

'myTurn' offers Tool Library regular members the option to pay membership fees and late fees online or in person by debit or credit card.

Payment details are stored with 'Stripe'. Inverness Tool Library can only see the card type, last 4 digits and expiry date.

You can view their Privacy Notice here: <https://myTurn.com/privacy/> and <https://stripe.com/gb/privacy>

How your information may be shared?

We won't share any of your information with any third-party organisations. Library members provide their information directly to 'myTurn' and 'Stripe' when you become a library member as stated above.

Your information might be shared with Police Scotland if we find you are not bringing back tools AND not answering any emails/calls/letters sent to the email, phone number and address you have provided us.

How long will your information be kept for?

We can deactivate your account so that it is only visible to the administrator of our database, but we keep your personal information as long as is necessary for our membership management system provider 'myTurn'. Here is what is stated on their Privacy Policy about the retention of data:

“myTurn'.com, pbc will retain and use your personal data to the extent necessary to comply with their legal obligations (for example, if we are required to retain your data to comply with applicable laws), resolve disputes, and enforce our legal agreements and policies.

‘myTurn'.com, pbc will also retain de-identified and aggregate Usage Data for internal analysis purposes. Usage Data is also used to strengthen the security or to improve the functionality of our Service, and when we are legally obligated to retain this data for longer time periods.”

Accuracy of Information held within our database

We want to make sure that any personal information we hold about you is accurate. You must provide accurate information when applying for membership. Once you are a member, you must ensure that the information held within the system remains accurate and up to date. You can update your information to reflect changes by logging into your 'myTurn' account.

Your personal data rights

Under data protection law, you have rights including:

- The right to be informed – You have the right to be told about the collection and use of your personal data. This is covered in this Data Protection and Privacy Statement.
- The right of access – Individuals have the right to access their personal data. This can be done by logging in to your 'myTurn' account to view your information, or by contacting us.
- The right to rectification – Inaccurate personal data can be rectified, or completed if it is incomplete, by logging in to your 'myTurn' account to view your information, or by contacting us.
- The right to erasure – GDPR introduces a right for individuals to have personal data erased. For example, if you no longer wish to be a library member and there are no overriding legal reasons for us to continue processing your data. However, because data is necessary for us to gather information for funding applications, information will be held and retained within the data retention guidelines detailed above.
- The right to restrict processing – Individuals have the right to request the restriction. You have the right to ask us to restrict the processing, for example, if you are considering ending your library membership or want to check the accuracy of your data before your library membership continues.
- The right to data portability – You have a right to ask for a copy of your personal data in a common format (for example, a .csv file). This can be done by logging in to your 'myTurn' account to view your information, or by contacting us.
- The right to object – GDPR gives individuals the right to object to the processing of their personal data in certain circumstances.
- Rights in relation to automated decision making and profiling – GDPR has provisions on automated individual decision-making (e.g., making a decision solely by automated means without any human involvement) to prevent any adverse automated decision making.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

You have the right to make a complaint at any time to the Information Commissioner's Office ("ICO"), the UK supervisory authority for data protection issues (www.ico.org.uk).

Changes to this privacy policy

This privacy policy will be updated as necessary to reflect any changes to the way in which your personal data is processed. We will let you know via email and/or a prominent notice on the database when changes are effective.

Questions & concerns

If you have any further questions or wish to make a request, you can contact us at info@invernesstoollibrary.org.uk

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