

Introduction

Welcome to the Manchester Library of Things' privacy policy.

Manchester Library of Things ("MCRLOT") respects your privacy and is committed to protecting your personal data. This privacy policy will inform you as to how we look after your personal data when you visit our website (regardless of where you visit it from) and tell you about your privacy rights and how the law protects you.

1 Important information and who we are

2 The data we collect about you

3 How is your personal data collected?

4 How we use your personal data

5 Disclosures of your personal data

6 International transfers

7 Data security

8 Data retention

9 Your legal rights

1) **Important information and who we are**

a) **Purpose of this privacy policy**

This privacy policy aims to give you information on how MCRLOT collects and processes your personal data through your use of this website, including any data you may provide through this website when you use our borrowing service.

This website is not intended for children and we do not knowingly collect data relating to children.

It is important that you read this privacy policy together with any other privacy policy or fair processing policy we may provide on specific occasions when we are collecting or processing personal data about you so that you are fully aware of how and why we are using your data. This privacy policy supplements other notices and privacy policies and is not intended to override them.

b) **Controller**

MCRLOT is a community interest company limited by guarantee registered in England and Wales under company number 13356470 and is the controller and responsible for your personal data ("we", "us" or "our" in this privacy policy) and for this website.

We have appointed a data protection lead ("DP Lead") Maria Houlihan who is responsible for overseeing questions in relation to this privacy policy. If you have any questions about this

privacy policy, including any requests to exercise your legal rights, please contact the DP Lead using the details set out below.

c) **Contact details**

If you have any questions about this privacy policy or our privacy practices, please contact our DP Lead in the following ways:

Email address: info@mcrлот.com

Postal address: Manchester Library of Things, 8 Worsley Grove, Levenshulme, Manchester, England, M19 3AF.

d) **Changes to the privacy policy and your duty to inform us of changes**

We keep our privacy policy under regular review. This version was last updated on the date specified at the end of this notice.

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

e) **Third-party links and Lend Engine**

This website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy policies or how they use your personal data. When you leave our website, we encourage you to read the privacy policy of every website you visit.

We use Lend Engine's system to allow us to operate our library of things. Whilst most of the personal data you submit when navigating our library will be processed by Lend Engine on our behalf, Lend Engine will process some personal data relating to your browsing activities as controller. Please see Lend Engine's [Privacy Notice](#) for further information.

2) **The data we collect about you**

a) Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

b) We may collect, use, store and transfer different kinds of personal data about you which we have grouped together as follows:

i) **Identity Data** includes first name, last name, username or similar identifier, title, date of birth and gender.

ii) **Contact Data** includes billing address, residential address, email address and telephone numbers.

iii) **Financial Data** includes bank account and payment card details.

- iv) **Transaction Data** includes borrowing habits, membership details, details about payments to and from you and other details of products you have donated to us and borrowed from us.
 - v) **Technical Data** includes your internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform, and other technology on the devices you use to access this website.
 - vi) **Profile Data** includes your username and password, your borrowing history, your membership type, your preferred language, your interests, preferences, feedback and survey responses.
 - vii) **Usage Data** includes information about how you use our website, products and services.
 - viii) **Marketing and Communications Data** includes your preferences in receiving marketing from us and your communication preferences.
- c) We also collect, use and share Aggregated Data such as statistical or demographic data for any purpose. Aggregated Data could be derived from your personal data but is not considered personal data in law as this data will not directly or indirectly reveal your identity. For example, we may aggregate your Usage Data to calculate the percentage of users accessing a specific website feature. However, if we combine or connect Aggregated Data with your personal data so that it can directly or indirectly identify you, we treat the combined data as personal data which will be used in accordance with this privacy policy.
- d) We do not collect any Special Categories of Personal Data about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health, and genetic and biometric data). Nor do we collect any information about criminal convictions and offences.

e) **If you fail to provide personal data**

Where we need to collect personal data by law, or under the terms of a contract we have with you, and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you. In this case, we may have to cancel a product or service you have with us, but we will notify you if this is the case at the time.

3) **How is your personal data collected?**

We use different methods to collect data from and about you including through:

- a) **Direct interactions.** You may give us your Identity, Contact and Financial Data by filling in forms or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you:
 - i) register to use our borrowing service and/or become a member;
 - ii) create an account on our website;
 - iii) make a donation to us;

- iv) participate in an event;
- v) enter a competition, promotion or survey;
- vi) request marketing to be sent to you; or
- vii) give us feedback or contact us.

b) **Automated technologies or interactions.** As you interact with our website or any communication we send to you, we may automatically collect Technical Data and Usage Data about your equipment, browsing actions and patterns. We collect this personal data by using cookies, server logs and other similar technologies. Please see our Cookie Policy for further details.

4) **How we use your personal data**

a) We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

- i) Where we need to perform the contract we are about to enter into or have entered into with you.
- ii) Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.
- iii) Where we need to comply with a legal obligation.
- iv) To send marketing communications to you, with your consent (where appropriate). You have the right to withdraw consent or object to marketing at any time by contacting us.

b) **Purposes for which we will use your personal data**

We have set out below, in a table format, a description of all the ways we plan to use your personal data, and which of the legal bases we rely on to do so. We have also identified what our legitimate interests are where appropriate.

Note that we may process your personal data for more than one lawful ground depending on the specific purpose for which we are using your data. Please contact us if you need details about the specific legal ground we are relying on to process your personal data where more than one ground has been set out in the table below.

Purpose/Activity	Type of data	Lawful basis for processing including basis of legitimate interest
To register you as a new member / service user	(a) Identity (b) Contact	Performance of a contract with you
To process your donation, and (with your permission) to update	(a) Identity (b) Contact	Necessary for our legitimate interests of processing donations

Purpose/Activity	Type of data	Lawful basis for processing including basis of legitimate interest
you when your donated item is borrowed	(c) Transaction	which are necessary for MCRLOT to operate
<p>To process any requests for borrowing including:</p> <p>(a) Manage payments, fees and charges</p> <p>(b) Collect and recover money owed to us</p>	<p>(a) Identity</p> <p>(b) Contact</p> <p>(c) Financial</p> <p>(d) Transaction</p> <p>(e) Marketing and Communications</p>	<p>(a) Performance of a contract with you</p> <p>(b) Necessary for our legitimate interests (to recover debts due to us)</p>
<p>To manage our relationship with you which will include:</p> <p>(a) Notifying you about changes to our terms or privacy policy</p> <p>(b) Asking you to leave a review or take a survey</p>	<p>(a) Identity</p> <p>(b) Contact</p> <p>(c) Profile</p> <p>(d) Marketing and Communications</p>	<p>(a) Performance of a contract with you</p> <p>(b) Necessary to comply with a legal obligation</p> <p>(c) Necessary for our legitimate interests (to keep our records updated and to study how users/members use our products/services)</p>
<p>To enable you to partake in a prize draw, competition or complete a survey</p>	<p>(a) Identity</p> <p>(b) Contact</p> <p>(c) Profile</p> <p>(d) Usage</p> <p>(e) Marketing and Communications</p>	<p>(a) Performance of a contract with you</p> <p>(b) Necessary for our legitimate interests (to study how members and users use the library, to develop the library to better meet our members' and community's needs)</p>
<p>To administer and protect our business and this website (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data)</p>	<p>(a) Identity</p> <p>(b) Contact</p> <p>(c) Technical</p>	<p>(a) Necessary for our legitimate interests (for running our business, provision of administration and IT services, network security, to prevent fraud and in the context of a business reorganisation or group restructuring exercise)</p> <p>(b) Necessary to comply with a legal obligation</p>
<p>To send you newsletters and marketing emails.</p>	<p>(a) Identity</p> <p>(b) Contact</p> <p>(c) Profile</p>	<p>(a) Consent, where we collect personal data via cookies or similar technologies and where we collect your personal data other than in the</p>

Purpose/Activity	Type of data	Lawful basis for processing including basis of legitimate interest
	(d) Usage (e) Marketing and Communications	course of you becoming a member or borrowing an item with us (b) In all other cases, we do so because it is necessary for our legitimate interests (to grow our memberships and donations so we can reach new members and donors, invest in the library and provide increased benefit to the community)
To deliver relevant website content and advertisements to you and measure or understand the effectiveness of the advertising we serve to you	(a) Identity (b) Contact (c) Profile (d) Usage (e) Marketing and Communications (f) Technical	(a) Necessary for our legitimate interests (to study how our members and users use the library, to develop the library, to grow the library and to inform our marketing strategy) (b) Consent, where we collect personal data via cookies or similar technologies
To use data analytics to improve our website, products/services, marketing, customer relationships and experiences	(a) Technical (b) Usage	(a) Necessary for our legitimate interests (to define types of users for the library, to keep our website updated and relevant, to develop the library and to inform our marketing strategy) (b) Consent, where we collect personal data via cookies or similar technologies
To make suggestions and recommendations to you about goods or services that may be of interest to you	(a) Identity (b) Contact (c) Technical (d) Usage (e) Profile (f) Marketing and Communications	(a) Necessary for our legitimate interests (to develop our products/services and grow the library) (b) Consent, where we collect personal data via cookies or similar technologies

c) **Marketing**

We strive to provide you with choices regarding certain personal data uses, particularly around marketing and advertising. We have established the following personal data control mechanisms:

i) **Promotional offers from us**

We may use your Identity, Contact, Technical, Usage and Profile Data to form a view on what we think you may want or need, or what may be of interest to you. This is how we decide which products, services and offers may be relevant for you (we call this marketing).

You will receive marketing communications from us either where you have expressly consented to receiving such communications (e.g. if you subscribe for our newsletter) or if you have requested information from us or purchased from us and you have not opted out of receiving that marketing.

ii) **Opting out**

You can ask us to stop sending you marketing messages by contacting us at any time.

Where you opt out of receiving these marketing messages, we will stop sending you marketing messages but may still need to use your personal data for other purposes (as set out above) in connection with our supply of our services to you / your membership.

d) **Cookies**

We use 'cookies' to ensure our website operates as required. In some cases, we will need your consent in order to place such cookies on your device. If you do not accept cookies, you may not be able to use some portions of our website. More information on the specific types of cookies we collect, our lawful basis and how to manage them can be found in our Cookies Policy.

e) **Google Analytics**

Subject to your consent to our use of certain cookies, your web browser will automatically send certain information, including your IP address, to Google when you visit our website. For further information about Google Analytics and how your personal data may be used in connection with this service, please see [here](#).

There are various ways in which you can manage your preferences regarding Google Analytics including:

i) If you don't want Google Analytics to be used in your browser, you can [install the Google Analytics browser add-on](#).

ii) If you are signed in to your Google Account, and depending on your Account settings, [My Activity](#) allows you to review and control data that's created when you use

Google services, including the information we collect from the sites and apps you have visited. You can browse by date and by topic, and delete part or all of your activity.

- iii) [Incognito mode in Chrome](#) allows you to browse the web without recording webpages and files in your browser or Account history (unless you choose to sign in). Cookies are deleted after you've closed all of your incognito windows and tabs, and your bookmarks and settings are stored until you delete them. Learn more about Google's [cookies](#). Using Incognito mode in Chrome or other private browsing modes does not prevent the collection of data when you visit websites that use Google services, and Google may still collect data when you visit websites using these browsers.

f) **Automated decision making**

We do not undertake any automated decision making using your personal data.

g) **Change of purpose**

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please contact us using the above contact details.

If we need to use your personal data for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Please note that we may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

5) **Disclosures of your personal data**

- a) We may share your personal data with the parties set out below for the purposes set out in the table *Purposes for which we will use your personal data* above.

- i) Third parties that provide services to us, including:

- (1) our website host, WordPress;
- (2) our payment processing services, including Stripe, Paypal and The Cooperative Bank;
- (3) our lending platform host, Lend Engine;
- (4) our mailing list provider (who sends marketing communications on our behalf), Mailchimp;
- (5) our IT, administration and HR services providers, including Xero;

- ii) Our analytics or search engine partners, which enable us to optimise and improve your experience on our website, including Google Analytics; and

- iii) Social media platforms to advertise our products, including Facebook, Instagram and "X".

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

- b) We may also share your personal data with:
- i) Regulators, law enforcement, fraud prevention and other public authorities who regulate our activities in the jurisdictions in which we operate, for the purpose of investigation any actual or suspected criminal activity or other regulatory or legal matters;
 - ii) HMRC or other tax bodies or agencies to comply with our legal and regulatory obligations; and
 - iii) Our professional advisers, including funders or potential funders, lawyers, bankers, auditors, tax advisers and insurers for the purpose of obtaining consultancy, banking, legal, insurance, tax and accounting services; and
 - iv) Third parties to whom we may choose to sell, transfer or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this privacy policy.
- c) To the extent authorised by applicable laws, we will disclose your personal data to third parties:
- i) to enforce or apply our terms and conditions;
 - ii) to protect our rights, property, or safety, or that of our staff, our donors, our users, or others. This includes exchanging information with other companies and organisations (including without limitation HMRC, the local police or other local law enforcement agencies) for the purposes of staff and user safety, crime prevention, fraud protection and credit risk reduction; and
 - iii) if we are under a duty to disclose or share your personal data in order to comply with any legal obligation or regulatory requirements, or otherwise for the prevention or detection of fraud or crime.

6) **International transfers**

If we transfer personal data to countries outside of the UK, we will ensure (in accordance with UK laws) an adequate degree of protection is afforded to your personal data by ensuring at least one of the following safeguards is implemented:

- a) we may transfer your personal data to countries that have been deemed to provide an adequate level of protection for personal data;
- b) for transfers to the US, any transfers would be under the UK Extension to the EU-US Data Privacy Framework. Further information about the UK Extension to the EU-US Data Privacy Framework can be found [here](#);

- c) we may use specific contracts approved for use in the UK which give personal data the same protection it has in the UK. Further information regarding such contracts are available on the ICO's website [here](#).

7) Data security

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

8) Data retention

We will only retain your personal data for as long as reasonably necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements. We may retain your personal data for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect to our relationship with you.

1 To determine the appropriate retention period for personal data, we consider the amount, nature and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal, regulatory, tax, accounting or other requirements.

9) Your legal rights

- a) Under certain circumstances, you have rights under data protection laws in relation to your personal data. Please see below to find out more about these rights:
 - i) **Request access** to your personal data. This is commonly known as a "data subject access request". This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
 - ii) **Request correction** of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.
 - iii) **Request erasure** of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.

- iv) **Object to processing** of your personal data. Where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.
- v) **Request restriction of processing** of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios:
 - (1) If you want us to establish the data's accuracy;
 - (2) Where our use of the data is unlawful, but you do not want us to erase it;
 - (3) Where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or
 - (4) You have objected to our use of your data, but we need to verify whether we have overriding legitimate grounds to use it.
- vi) **Request the transfer** of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.
- vii) **Withdraw consent at any time.** Where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

If you wish to exercise any of the rights set out above, please contact us.

b) **No fee usually required**

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we could refuse to comply with your request in these circumstances.

c) **What we may need from you**

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

d) **Time limit to respond**

We try to respond to all legitimate requests within one month. Occasionally it could take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

e) **Right to complain**

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK regulator for data protection issues (www.ico.org.uk). We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.

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