

For Individuals

Name: We use your name to identify your account.

Date of Birth: We need your Date of Birth to ensure appropriate audiobooks are displayed on your account (children will not be able to download adult books until they are 16). We will also use this information to send out age appropriate emails and book recommendations.

Address: For CD service users, we will use your address to send you your CDs. We may also send postal letters from time to time if emails receive a bounced message response. We will also use your address to help us to identify which areas of the country our membership covers, and that you are a resident of the UK.

Email address: We will use your email address to send out your membership details and to let you know about new books added to the library, any competitions we are running, author interviews we have conducted and to send our bi annual newsletter to you.

Telephone number: We will only call you if you: a) told us that the telephone is your preferred method of contact, b) cannot be contacted via email or post, c) have a membership which is about to expire and we have been unable to contact you by your preferred method, d) if there is any issue with your membership payment.

Print Impairment: We use this information to ensure you qualify for the service. We also use this information to assess the types of disabilities and spread of our membership base.

Parent or Carer: This information is collected if you are running the account on behalf of the member, and so we have a contact name if we are unable to contact the member due to them being aged under 18, or if their illness or disability means they would prefer to have a named contact.

Are you joining to help support your studies?: We collect this information to support our funding bids, and to promote our educational audiobooks to you.

Are you eligible for Articles for the Blind?: We ask for this so we can send any postal information (CDs included) using the Royal Mail Freepost service.

Please provide details of where you heard about us: We ask for this information to help us understand where our members hear about us and so that we can effectively advertise and market the charity to others who may not have heard about us, as well as measuring the success of partnerships and marketing work.

For Organisations

Org Name: We use this to identify the account

Org Type: We use this information to ensure the correct types of books are made available to you. For example, a primary school would not want the whole catalogue to be available to their children, whereas a care home would need access to the full adult library.

Name and job title of applicant: We use this information as our main contact at the organisation and any contact we make with your organisation will be through the named contact.

Address: For CD service users, we will use your address to send you your CDs. We may also send postal letters from time to time if emails receive a bounced message response. We will also use your address to help us to identify which areas of the country our membership covers.

Email address: We will use your email address to send out your membership details and to let you know about new books added to the library, any competitions we are running, author interviews we have conducted and to send our bi annual newsletter to you.

Telephone number: We will only call you if you: a) have stated that the telephone is your preferred method of contact, b) cannot be contacted via email or post, c) have a membership which is about to expire and we have been unable to contact you by your preferred method, d) If there is any issue with your membership payment.

Print impairments: We use this information to ensure your organisation qualifies for the service. We also use this information to assess the types of disabilities and spread of our membership base.

Payer details: This information is collected so we can contact the correct person in your organisation (if different from you) for payment at renewal time.

Please provide details of where you first heard about us: We ask for this information to help us understand where our members hear about us and so that we can effectively advertise and market the charity to others who may not have heard about us, as well as measuring the success of partnerships and marketing work.