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# Freedom of Information & Privacy

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The Library is committed to the protection of its users' personal information. All Library users have the right to privacy; and any personal information collected, used, or disclosed by the Library is in accordance with the *Freedom of Information and Protection of Privacy Act (FOIPPA)*.

The Library's legal authority to collect personal information flows from the *Library Act* and section 26 of the *Freedom of Information and Protection of Privacy Act*. Other Acts may also authorize specific information collected, such as the *Income Tax Act*.

## **PERSONAL INFORMATION DEFINED**

Personal information is defined by *FOIPPA* as information about an identifiable person. Some examples of personal information are name, age, home address, phone number, email address, IP address (a computer's address), identification numbers, and reading choices. *FOIPPA's* definition of personal information does not include work contact information, which is information that would allow a person to be contacted at a place of business. Such information could include the person's name, title, business address, business phone number, and business email address.

## **COLLECTION OF PERSONAL INFORMATION**

When collecting personal information, the Library will advise users of the purpose for collecting the information and the legal authority for doing so. The Library will also provide contact information for its Freedom of Information (FOI)/Privacy Officer for inquiries regarding the collection of personal information.

The following are some examples of purposes for which the Library may collect personal information:

- issuing library cards;
- identifying materials currently on loan;
- placing and tracking interlibrary loans;
- identifying and recording overdue materials;
- placing and tracking materials on hold;
- providing answers to reference questions;
- faxing materials;



- providing information about library programs and services;
- providing Assistive Services for patrons with special needs;
  
- recording book suggestions;
- recording comments or suggestions;
- general library operations;
- library fundraising;
- measuring the aggregate number of virtual visits;
- recording information from Accident, Disturbance and Vandalism Reports; or
- collecting a debt.

Users who do not wish to be contacted about Library services, programs, or fundraising may choose to opt out.

### **CONSENT**

Consent for the collection and use of personal information is provided by the patron at the time of registration. A user's signature on his/her library card establishes consent. In the event of a minor, consent is obtained from the appropriate parent/guardian. Consent may also be obtained through application forms or electronically through a website. An individual may choose not to provide their personal information but it may hinder the ability to use some library services.

### **USE OF PERSONAL INFORMATION**

The Library will only use personal information for the purposes for which it was originally collected or in a manner that is consistent with those purposes. The Library will only use personal information for different purpose if explicit consent to the new purpose is given by the user or if the use is authorized under *FOIPPA* or otherwise required by law.

### **DISCLOSURE OF PERSONAL INFORMATION**

The Library will not sell or rent personal information. Personal information is disclosed only in accordance with *FOIPPA* or as otherwise required by law.

Where other organizations require personal information in order to provide services on behalf of the Library, the Library ensures that these organizations treat the personal information in compliance with *FOIPPA* and this policy.

Examples of where personal information may be disclosed include:

- when a patron explicitly consents to the disclosure;
- to a collection agency for the purpose of collecting a debt;



- for law enforcement purposes, such as where required by a subpoena, warrant, or other order;
- where there are compelling health and safety concerns; or
- to contact a person's next of kin if that person is injured, becomes ill, or dies while visiting the Library.

### **PERSONAL INFORMATION SAFEGUARDS**

The Library uses reasonable security measures to protect against risks such as unauthorized access, collection, use, disclosure, or disposal of personal information

Security measures taken by the Library include physical, technological, and operational safeguards that are appropriate to the nature and format of the personal information.

### **RETENTION OF PERSONAL INFORMATION**

If the Library uses personal information to make a decision that affects an individual, that information must be kept for at least one year to provide individuals the opportunity to access it. Otherwise, the Library will keep personal information only for the length of time necessary to fulfill the purposes for which it was collected. Personal information is securely destroyed when it is no longer needed.

### **ACCESS TO PERSONAL INFORMATION**

All individuals have a right to request access to personal information held by the Library.

Requests must be submitted in writing to the Library's FOI/Privacy Officer. Requests should provide enough detail to enable a library employee to find the individual's personal information.

The Library will endeavour to ensure that the personal information collected is accurate, complete, and up-to-date. All individuals also have the right to request that the personal information stored by the Library be corrected if believed to be incorrect. Requests for change must be submitted in writing to the FOI/Privacy Officer.

### **CHILDREN'S PERSONAL INFORMATION**

Children have the same rights as adults with respect to their personal information under *FOIPPA*. Where a child is "incapable" of exercising his/her right to access, correct, or consent to the disclosure of his/her personal information, the child's parent/guardian may do so on his/her behalf.



The Library assumes that children older than 12 years are generally capable of exercising their own rights for policy purposes. If this is not the case, a parent/guardian can make a request to the Library to establish an appropriate age level, on an individual basis.

### **FOI/PRIVACY OFFICER CONTACT**

If users have any questions or concerns about this policy or how the Library treats personal information, they can contact the Library's FOI/Privacy Officer, as designated by the CEO.

<b>Approved by the Greater Victoria Public Library Board:</b>	<b>December 2, 1994</b>
<b>Reviewed by the Policy &amp; Program Development Committee:</b>	<b>June 5, 2008</b>
<b>Amended by the Greater Victoria Public Library Board:</b>	<b>June 24, 2008</b>