

PRIVACY POLICY

Approved: August 20, 2007

Introduction

Trail & District Public Library is committed to protecting patrons' privacy. Any personal information collected, used or disclosed by the Library is in accordance with British Columbia's Freedom of Information and Protection of Privacy Act (FOIPPA).

Personal Information: Definition

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, reading choices and age. 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 as the person's name, title, business address, business phone number, and business email address.

Collection of Personal Information

- 1.1 When collecting personal information from patrons the Library will advise patrons of the purpose for collecting it and the legal authority for doing so. (See Form in **APPENDIX G**). Patrons will also be provided with contact information of the library's FOI/Privacy Officer (see contact information below), who can answer questions regarding the collection of information.
- 1.2 The following are some example of purposes for which the Library may collect patrons' personal information:
 - issuing library cards
 - identifying materials currently on loan
 - placing and tracking inter-library 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

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- providing Home Service for patrons with special needs
 - recording book suggestions
 - recording comments or suggestions
 - general library operations
 - library fundraising
- 1.3 Patrons who do not wish to be contacted about library services and programs or for fundraising purposes may choose to opt-out.

Use of Personal Information

- 2.1 The Library will only use patrons' 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 patrons' personal information for different purpose if patrons explicitly consent to the new purpose or the use is authorized under FOIPPA or is otherwise required by law.
- 2.2 The Library does not sell or rent personal information. Personal information is disclosed only in accordance with FOIPPA or as otherwise required by law.
- 2.3 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 the library's privacy policies.

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.

Security of Personal Information

- 3.1 The Library uses reasonable security measures to protect against risks such as unauthorized access, collection, use, disclosure or disposal.

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

Retention of Personal Information

- 4.1 How long the Library keeps patrons' personal information depends on the purpose for which the information was collected.
 - 4.1.1 If the Library uses personal information to make a decision that affects a specific individual, the information must be kept for at least one year so that the individual may 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.

Accuracy of Personal Information

- 5.1 The Library will endeavor to ensure the personal information is as accurate, complete and up-to-date as necessary.
- 5.2 Patrons have a right to request access to personal information held by the Library and/or to request that personal information be corrected. To do so patrons may submit a written request to Trail & District Public Library's FOI/Privacy Officer (see contact information below). Requests should provide enough detail to enable a library employee to find the personal information.

Children's Personal Information

- 6.1 Children have the same rights as adults with respect to their personal information under FOIPPA. Where a child is "incapable" of exercising his or her right to access, correct or consent to the disclosure of his/her personal information, the child's parent or guardian may do so on her behalf.
- 6.2 The Library assumes that children 12 years old are generally capable of exercising their own rights for policy purposes. However, the library may

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treat a request on an individual basis where a child or parent/guardian does not believe the guideline age is appropriate in their circumstances.

Contact Information

Questions or concerns about this policy or how the Library treats personal information should be directed to:

FOI/Privacy Officer: Library Director
Trail & District Public Library
1051 Victoria Street
Trail, B.C. V1R 3T3
Phone: 250-364-1731
Email: director@traillibrary.com

If patrons are not satisfied with how a complaint was handled by the Library, they have the right to complain to the Information and Privacy Commissioner.

Office of the Information and Privacy Commissioner for British Columbia
PO Box 9038, Stn. Prov. Govt.

Victoria, B.C. V8W 9A4

Tel: 250-387-5629 (Victoria)

Toll free:

Call Enquiry B.C. at 1-800-663-7367 and request a transfer to 250-387-5629.

Email: info@oipc.bc.ca

Website: <http://oipc.bc.ca>