

VS-03	PROTECTION OF PRIVACY		
APPROVED	19 January 2022	EFFECTIVE	2006
AMENDED	2011, 2016, 2021	NEXT REVIEW	2026

## 1. PURPOSE

To describe how the Library intends to protect patrons' personal information and maintain confidentiality in accordance with the *Freedom of Information and Protection of Privacy Act*.

## 2. SCOPE

This policy applies to the Library Board, Chief Librarian, Library employees and volunteers.

## 3. DEFINITIONS

For the purposes of this policy the following definitions from the *Freedom of Information and Protection of Privacy Act* (FOIPPA) are used:

**Personal Information** – Means recorded information about an identifiable individual other than contact information.

**Service Provider** – Means a person retained under a contract to provide services for a public body.

**Third Party** – In relation to a request for access to a record or for correction of personal information, means any person, group of persons or organization other than:

- ♦ the person who made the request, or
- ♦ a public body.

## 4. PURPOSES FOR COLLECTION OF PERSONAL INFORMATION

- a. In accordance with FOIPPA, all patrons have a right to privacy and confidentiality regarding the collection of personal information and the use they make of the Library's facilities, digital platforms, services, and collections.
- b. The Library collects and uses personal information in accordance with FOIPPA to conduct library business, to provide library services and programs, and to evaluate, plan and enhance library services and programs.
- c. 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.

## 5. COLLECTION & USE

- a. A patron consents to the collection and use of their personal information when they register for a library account. The Library will collect personal information directly from the patron, except in the limited circumstances provided for in FOIPPA.
- b. A patron may choose not to provide their personal information to the Library, but this may hinder their ability to use some of the Library's services.
- c. Minors have the same rights as adults with respect to their personal information. A parent or guardian may act for a minor in relation to specified sections of FOIPPA.
- d. The Library will take steps to ensure that the personal information it holds is accurate, complete, and current. The Library will correct an individual's personal information if it learns from the individual that the information is incorrect.
- e. Personal information may be accessed by Library employees only when working within the scope of their duties.

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- f. A patron who consents to the collection of their personal information may be contacted by email from the Library from time to time regarding library programs, services, or fundraising initiatives. Patrons who do not wish to be contacted about these initiatives may opt out either at the time of registration for a library account, or in reply to an email from the Library requesting consent for this purpose, in accordance with Canadian Anti-Spam legislation.
- g. Personal information is securely destroyed when it is no longer needed.

## 6. DISCLOSURE

- a. The Library may disclose personal information to comply with a subpoena, a warrant, or an order by a court, person, or body in Canada with the jurisdiction to compel the production of information, or to respond to a specific written request from a law enforcement agency to assist in a specific investigation, or as required by law.
- b. The Library ensures that any service providers requiring access to personal information to deliver services on behalf of the Library treat personal information in compliance with FOIPPA.
- c. Providing some library digital products and services may require that the Library shares personal information with a service provider and/or that an individual shares personal information to create a separate account with the service provider. The Library will implement a consent process to deal with such circumstances.
- d. The Library may release personal information to companies acting on the Library's behalf for the collection of library property, unpaid fees, fines or other charges.
- e. The Library does not sell, rent, lease, transfer, or give a patron's personal information to another organization other than for the express purpose of providing library services and programs.
- f. Patrons may request access to their personal information held by the Library. Such requests must be submitted in writing and provide enough detail to enable Library employees to find the patron's personal information. The Library will provide access to the patron's personal information upon verification of the patron's identity.

## RELATED POLICIES

Nil.