

# Privacy Policy

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Implemented: November 23, 2004; 2022 Revision: May 10, 2022	
Replaces: N/A	
Related Policies/Forms: Same Page <a href="#">Privacy Policy</a> , Confidentiality Agreement	

## Privacy Policy

The Colchester-East Hants Public Library is committed to protecting your privacy. You can visit our branches or explore our website without giving any identifiable information about yourself. Sometimes, however, the Library does need personal information to provide, manage and assess library services such as collections, programs and events, notifications, websites and mobile apps. This policy explains how the Library uses and safeguards personal information under its control.

### Definition of Personal Information

Personal information is any piece of information that relates to an identifiable individual, including, but not limited to, name, email address, home or business address, phone number, month/year of birth, library transactions (materials requested or borrowed, fees accrued, paid, or waived, meeting room rental payment records, etc.), or library barcode number. For a complete definition of personal information, see [FOIPOP](#) section 3(1)(i).

### Privacy and Confidentiality of Records

You have a right to privacy and confidentiality regarding your personal information and your use of library resources and services. The Library collects, uses, and protects your personal information under the authority of *The Freedom of Information and Protection of Privacy Act* ([FOIPOP](#)) and [The Libraries Act](#).

The Library is responsible for personal information under its control and is accountable for the organization's compliance.

All Library user records that identify patrons are confidential (see *Definition of Personal Information* for examples of identifiable records). Library staff have a responsibility to respect the privacy of individuals and the confidential nature of personal information, as detailed below.

Staff will view and amend patron records only as required to perform appropriate library functions.

The Library is a member of Same Page: A Consortium of Libraries, which works to provide access to library materials via a shared catalogue. For more information on how member libraries are committed to protecting patron privacy, see Same Page's [Privacy Policy](#).

### Collection of Personal Information

The Library will collect only necessary information for the provision of service to the public. These services will be identified to the patron and the patron's consent will be required.

Patrons are under no obligation to provide personal information. However, choosing not to provide certain information may make patrons ineligible for some services.

The Library will make all reasonable efforts to:

- Minimize the amount of personal information collected and stored,
- Render it anonymous where feasible,
- Retain it for the minimum time necessary,
- Protect it from unauthorized access, use, or disclosure, and
- Destroy it securely when no longer needed.

### Uses of Personal Information

Personal information will be used to provide library services, including collecting of outstanding accounts, circulation of library materials, access to library programs and services, and responding to inquiries. It may also be used to prevent fraud or abuse of library services. Information will be retained only as long as necessary for the fulfillment of those purposes.

Personal information may only be used by library staff working within the scope of their duties, and staff will do so in a responsible fashion to –protect the privacy of the patron.

### Disclosure of Personal Information

The Library does not sell, rent, or loan personal information.

Personal information shall not be disclosed for purposes other than that for which it was collected without permission, with the following exceptions:

- in response to a subpoena, court order or a specific written request from a law enforcement agency to assist in an investigation, or otherwise as required by law,
- there are reasonable grounds to believe that the disclosure will avert or minimize an imminent danger to the health or safety of any person,
- to a law enforcement agency, to a government organization providing services to a minor, or to another public body in the best interests of the minor,
- as per library procedure to recover Library property, unpaid fees or other charges,
- to respect the rights of parents, guardians, or caregivers respecting juvenile, special circumstance or outreach borrowers,
- to an authorized third-party contracted to provide technology or other services for the Library.

Library staff cannot release information to third parties unless instructed by the Executive Director and Chief Librarian or designate. Personal information may be provided to law enforcement officers

in the course of their duty by the Executive Director and Chief Librarian or designate, or by the Library Board.

Any costs incurred by the Library in any search through records, even those under court order, shall be chargeable to the agency demanding such a search.

Personal information may also be made available when an adult patron gives written consent; a child patron's parent/legal guardian gives written consent; or if the information is required to ensure the safety of library staff, to protect library property, or to enforce library policy.

Upon request, an individual shall be informed of the existence, use and disclosure of his/her/their personal information. Patrons must provide their Library cards in order to access their records; if the patron does not have his/her/their Library card, acceptable identification is required. Patrons may challenge the accuracy and completeness of the information and have it amended as appropriate. It is the patron's responsibility to safeguard their card and to report it lost or stolen to the Library immediately upon becoming aware of it.

#### *Parental/Guardian Access to Children's Library Records*

- Parents/legal guardians will be provided access to library records for children ages 0 to 13 when requested and only after the branch supervisor has confirmed the identity of the parent/guardian and the age of the minor.
- Parents/ legal guardians will be given access to library records for young people ages 14-18 at the discretion of the Executive Director and Chief Librarian or designate, and only after the identity of the parent/guardian is confirmed and the present age of the young person is established.

#### **Security and Storage of Data**

The Library has the responsibility to protect personal information using appropriate security safeguards.

Personal information is stored primarily in Canada; from time to time, personal information may be temporarily uploaded to servers outside the country.

Some library services are delivered via third parties located in the United States. Those third parties have a contract with the Library that requires them to use patrons' information solely for delivering those library services to them.

Some library services are provided by third parties (e.g. BiblioCommons, Overdrive/Libby, CELA) which may request or require personal information for registration. You are under no obligation to provide this information, however not doing so may make you ineligible to use the service. The Library may also provide links from its website to third-party information or services. Any personal information you choose to provide falls under the privacy policy of the third-party service provider, and the Library is not responsible for any third-party's collection or use of personal information supplied directly by you to the third-party.

#### **Policy Changes**

Changes to the Colchester-East Hants Public Library *Privacy Policy* may be made as new services and content are added or Library policies are revised, and any changes to this *Privacy Policy* are

effective upon publication. We encourage you to view this document periodically to stay informed of Library privacy guidelines.

### **Comments/Questions/Concerns**

Comments/Questions? Comments and questions about the Library's *Privacy Policy* may be sent via email ([admin@cehpubliclibrary.ca](mailto:admin@cehpubliclibrary.ca)) by phone (902) 895-4186, or mail to Colchester-East Hants Public Library, 754 Prince Street, Truro, Nova Scotia B2N 1G9.

Individuals may address a challenge or question concerning compliance with these privacy provisions to the Executive Director and Chief Librarian.