



## New Westminister Public Library Policy Manual

<b>Section:</b>	General	<b>Policy Number</b>	A6
<b>Policy Title</b>	Privacy & Access to Information	<b>Approval Date:</b>	August 19, 2011
		<b>Revision Date:</b>	

### Privacy & Access to Information

The New Westminister Public Library is committed to protecting the privacy of its users. Any personal information collected, used or disclosed by the Library in any format is in accordance with the *Freedom of Information and Protection of Privacy Act (FOIPPA)*.

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.

When collecting personal information from you, the New Westminister Public Library will advise you of the purpose for collecting it and the legal authority for doing so. The library will also provide you with contact information of the library's FOI/Privacy Officer, who can answer your questions regarding the collection.

The Library may collect personal information for a number of reasons, including but not limited to:

- issuing library cards
- identifying materials currently on loan, on hold, or materials that are overdue
- providing answers to reference and information questions
- providing information about library programs and services
- providing Home Service for patrons with special needs
- general library operations
- library fundraising

Patrons who do not wish to be contacted about library services and programs or for fundraising purposes may choose to opt-out.

The New Westminister Public Library will only use your 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 your personal information for another purpose if you explicitly consent to the new purpose, or use is authorized under *FOIPPA* or is otherwise required by law.

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



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

How long the New Westminster Public Library keeps your personal information depends on the purpose for which the information was collected.

If the Library uses your personal information to make a decision that affects you, we must keep that information for at least one year so that you have an 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.

You have a right to request access to personal information held by the New Westminster Public Library. To do so, you may submit a written request to New Westminster Public Library's FOI/Privacy Officer. Your request should provide enough detail to enable a library employee to find the personal information. You also have a right to request that your personal information as recorded by the New Westminster Public Library be corrected if you believe it is incorrect. You may do so by submitting your request in writing to the FOI/Privacy Officer.

Children have the same rights as adults with respect to their personal information under *FOIPPA*. Where a child is "incapable" of exercising 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.

The New Westminster Public Library assumes that children 12 years and older are generally capable of exercising their own rights for policy purposes. However, the library may treat a request on an individual basis where a child or parent/guardian does not believe the guideline age is appropriate in their circumstances.

New Westminster Public Library's practices and policies are reviewed from time to time. This policy will be updated to reflect the changes.