



Richmond Hill Public Library Board

CUSTOMER PRIVACY POLICY

1.0 SCOPE

All customers of Richmond Hill Public Library have the right to privacy and confidentiality regarding their use of the Library's services and collections, in accordance with the ***Public Libraries Act, RSO 1990*** and ***the Municipal Freedom of Information and Protection of Privacy Act, RSO 1990***. It is the policy of Richmond Hill Public Library to protect the privacy of all individuals' personal information in its custody or control, in keeping with the applicable legislation. Personal information collected about individuals is limited to that information necessary for the provision of services and the proper administration of the Library.

2.0 GENERAL PRIVACY PRINCIPLES

Personal information is collected under the authority of the ***Municipal Freedom of Information and Protection of Privacy Act, RSO 1990***, and under the authority of the ***Public Libraries Act, RSO 1990***, for the purpose of delivering Library services. Questions about this collection of personal information should be directed to the Chief Executive Officer (CEO), Richmond Hill Public Library, 1 Atkinson Street, Richmond Hill, Ontario L4C 0H5.

3.0 COLLECTION OF PERSONAL INFORMATION

Under the authority of the *Public Libraries Act*, Richmond Hill Public Library collects personal information for the purposes of identifying customers, in order that they may borrow materials and access programs and electronic services. Access to this information is limited to library employees and the individuals themselves, as outlined in *6.0 Access to Personal Information* below.

Customer borrowing and electronic use records are held in confidence by the Library for the purposes identified at the point of collection. For the Library's purposes, information collected may include but is not limited to:

1. Name, address, telephone number, e-mail address; date of birth;
2. Identity of the parent or legal guardian for children less than 16 years of age;
3. Borrowed materials;
4. Overdue fines and other charges;
5. Holds/requests for materials;
6. Information related to registration for Library programs.

The Library will not sell, lease or otherwise distribute or disclose customers' personal information for non-library purposes to outside parties, except in circumstances detailed in this policy.

At the time of recruitment library employees sign a confidentiality statement as a condition of employment with the Library.

4.0 CONSENT

Obtaining a library card implies the individual's consent to collect personal information for the purposes of conducting the Library's business.

Separate consent is obtained in order to send customers promotional, marketing, informational, fundraising messages and other types of communications from the Library. A customer can also give the Library consent to contact them through

their preferred methods, for example email, SMS or other forms of messages. The messages may be to survey, to promote services, to share information, to fundraise, to request customer feedback and/or to announce special events. These messages include an option for customers to opt-out of further communications if they wish.

5.0 RETENTION OF CUSTOMERS' PERSONAL INFORMATION

Personal information shall be retained according to the Library's data retention practice, only as required to conduct the Library business and related activities.

The Library will ensure that it retains and destroys its records in accordance with business, regulatory, legislative and evidentiary requirements in order to support and enable business activity, mitigate risks, meet requirements, enforce legal obligations and respect personal privacy and confidentiality.

6.0 ACCESS TO PERSONAL INFORMATION

Access to customer information is limited to:

- Library employees, working within the scope of their duties;
- The individual to whom the information relates.

Personal information held by the Library, including customer borrowing and electronic use records, will not be divulged to a third party, except in very specific permissible circumstances, including:

- The parent or guardian of an individual who is less than 16 years of age;
- The Library's authorized agents, for pursuit of overdue accounts and Library property
- Someone holding Power of Attorney for a specified individual, where proof of that Power is furnished

- A law enforcement agency requesting specific personal information, where the request is supported by a formal warrant;

Third party access to personal information for Powers of Attorney and law enforcement agencies requires authorization by the Chief Executive Officer or designate.

Individuals may designate family members or others to borrow materials for them using their card. It is assumed that consent has been granted for this purpose if another individual is in possession of the library card.

7.0 DISPOSAL OF PERSONAL INFORMATION

Personal information held by the Library, including information concerning an individual’s use of the Library, is disposed of in a manner that continues to ensure the protection of privacy.

8.0 RELATED POLICIES

1. Canadian Anti-Spam Legislation Policy (May 2017)
2. Circulation Policy (September 2020)
3. Internet Use Policy (November 2016)

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