



SUBJECT: CONFIDENTIALITY AND THE PROTECTION OF PRIVACY POLICY

Policy No: 2020-11

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PURPOSE

All users of the Innisfil ideaLAB & Library have the right to privacy and confidentiality regarding their use of the Library's services and collections. This policy outlines the information which may be collected, the relevant conditions and exceptions, and retention of information.

POLICY

General

All information collected from individuals under the authority of the *Public Libraries Act, R.S.O. 1990, Chapter P.44*, is subject to the *Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, Chapter M.56*. Under these Acts, all users of the Innisfil ideaLAB & Library have the right to privacy and confidentiality regarding their use of the Library's services and collections. Customer borrowing and electronic use records are held in confidence by the Library and are accessed only for the purposes identified at the point of collection.

Application

All users of the Innisfil ideaLAB & Library and Staff.

Definitions

Personal information is defined as "recorded information about an identifiable individual". For the Library's purposes, that information includes:

- Name, address, phone number, email address;

- Age of children under 13, as well as the identity of the parent or legal guardian;
- Borrowed materials;
- Overdue fines and other charges;
- Holds/requests for materials;
- Information related to registration for Library programmes;
- Information related to volunteer application forms;
- Information related to recruitment.

Guidelines

Collection of Personal Information

Innisfil ideaLAB & Library collects personal information for the purposes of identifying customers, so they may borrow materials and access programmes and electronic services. This information is collected under the authority of the *Public Libraries Act*.

The Board is responsible for personal information under its control and designates the CEO as the individual accountable for the organization's compliance with legislation who ensures that:

- The purposes for which personal information is collected shall be identified by the Library at, or before, the time the information is collected;
- The consent of the individual is acquired for the disclosure of collection use or personal information;
- The collection of personal information shall be limited to that which is necessary for the proper administration of the Library and the provision of library services and programmes;
- The Library will not retain any personal information collected, longer than is necessary for the provision of library services and programmes.

Retention of Use Information

Personal information about the identity of Library customers is collected and is stored electronically in a central database. The Library also records current transactions which identify use of the Library by a specific individual. This transaction information is temporary and is deleted once a given transaction or use is deemed complete as per *Innisfil Public Library Board Motion 91.18* which stated that ***Circulation records will not be retained past the time they are returned.*** An exception may be made for authorized uses, such as tracking use data for customers served by our Homebound Service or if the customer opts-in to the Borrowing History feature in the online catalogue. The Library may make some additional exceptions on an individual basis for customers at his/her request. Library programme registration information is retained subject to the Library's current Records Management Policy.

Access to Personal Information

Access to customer information is limited to:

- Library employees and authorized volunteers, working within the scope of their duties;
- The individual to whom the information relates, or, if the individual is less than 16 years of age, the person who has lawful custody of that individual. Access by an individual requires proof of identity.

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 (see *Municipal Freedom of Information and Protection of Privacy Act R.S.O. 1990, c. M.56, Section 32*), including:

- The parent or guardian of an individual who is less than 16 years of age;
- Someone holding Power of Attorney for a specified individual, where proof of the Power of Attorney is provided;
- A law enforcement agency requesting specific personal information, where the request is supported by a formal warrant;
- In compassionate circumstances, to facilitate contact with the spouse, a close relative or a friend of an individual who is injured, ill or deceased;
- In compelling circumstances affecting the health or safety of an individual if upon disclosure notification is mailed to the last known address of the individual to whom the information relates;
- A customer may elect to give his or her Library card to another person for the purpose of picking up material on hold for the customer. This practice implies consent to access the customer's record for that purpose only. It does not imply and will not result in consent to access other information on that person's record.

An individual shall be able to address a challenge concerning compliance with the legislation, to the CEO.

Related Policies

Records Management

Approved by the Innisfil Public Library Board, May 19, 2020
Motion Number: 2020.38

Supersedes Policy #2016-03, approved January 18, 2018, Motion #2016.10 & Policy #2012-03, approved April 23, 2012, Motion #2012.32; & Policy #2009-01, approved on January 19, 2009, Motion #2009.06; & Policy #2006-02, approved on January 16, 2006, Motion #2006.06; & Policy #2001-03, approved on November 13, 1991, Motion #91.66.