

Appendix O: Pemberton & District Public Library Privacy Policy

Pemberton and District Public Library – Privacy Policy

Last reviewed: June 22, 2023

Introduction

Pemberton and District Public Library is committed to protecting personal privacy. Any personal information collected, used or disclosed by Pemberton and District Public Library is in accordance with the *Freedom of Information and Protection of Privacy Act (FOIPPA)*.

Purposes for Which Personal Information May be Collected

Pemberton and District Public Library only collects personal information as permitted by *FOIPPA*. The primary purposes for which Pemberton and District Public Library collects personal information is for the proper administration of Public Library services and programs and the planning and evaluating of services and programs or purposes consistent with this. Such purposes include, but are not limited to, providing access to library materials, services and programs, communications, collection of fines, fees and debts, fundraising, evaluating and improving services, and protection of Pemberton and District Public Library property, security of users and staff. Those who do not wish to be contacted about Public Library services and programs or for fundraising or marketing purposes may choose to opt-out of those communications.

Collection and Use

Pemberton and District Public 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 services and programs.

Personal information will only be collected in accordance with *FOIPPA*. Accordingly, except in the limited circumstances provided for in *FOIPPA*, personal information about an individual will be collected directly from that individual. Individuals are informed of the reasons for collecting personal information at the time (or before) it is collected. In addition, at the time of collection (or before), individuals are informed of Pemberton and District Public Library's legal authority for collecting the information and the name, title, and contact information for Pemberton and District Public Library's Privacy Officer, responsible for ensuring compliance with *FOIPPA*, to whom questions about the collection can be directed.

Unless an individual consents to some other use, personal information will only be used for the stated purpose for which it is collected. Personal information may be collected for uses such as: access to library materials, services, and programs; communications; collection of fines, fees, and debts; fundraising; protection of Pemberton and District Public Library property; security of users and staff; non-identifying statistical purposes; and in the limited circumstances provided for in *FOIPPA*.

Pemberton and District Public Library will take reasonable steps to ensure that the personal information held by it is accurate, complete, and up-to-date. Pemberton and District Public Library will correct an individual's personal information if it learns from the individual that the information is incorrect.

Protection of Personal Information

Pemberton and District Public Library uses reasonable security measures to protect against risks such as unauthorized access, collection, use, disclosure, or disposal of personal information. Measures include administrative, physical, technological, and operational safeguards that are appropriate to the nature and format of personal information.

Pemberton and District Public Library will not retain any personal information longer than necessary for the provision, evaluation, and planning of library services and programs, unless a longer period is required by law.

Access, Accuracy and Correction

Members of the public have access to their own personal information. Access to recorded personal information about a member of the public is provided to that individual upon verification of identity. To request access to your personal information, submit a written request to Pemberton and District Public Library's Privacy Officer (see contact information below). Your request should provide enough detail to enable a Public Library employee to find the personal information.

Pemberton and District Public Library will endeavour to ensure the personal information is as accurate, complete and up-to-date.

You have a right to request that your personal information held by Pemberton and District Public Library be corrected if you believe it is incorrect. You may do so by submitting your request in writing to the Privacy Officer (see contact information below).

Children/Minors

Children have the same rights as adults with respect to their personal information under *FOIPPA*. Where a child is "incapable" of exercising their right to access, correct or consent to the disclosure of his/her personal information, the child's parent or guardian may do so on their behalf.

Pemberton and District Public Library assumes that children aged 12 years and above are generally capable of exercising their own rights for policy purposes. However, Pemberton and District Public 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.

Disclosure

Pemberton and District Public Library will not rent or sell personal information. Pemberton and District Public Library will not disclose personal information to third parties except in accordance with the exceptions permitted under *FOIPPA* including as set out below or with an individual's consent.

Service Providers to the Library

Pemberton and District Public Library ensures that any service providers requiring access to personal information to deliver services on behalf of Pemberton and District Public Library treat personal information in compliance with *FOIPPA*.

Providing some library products and services may require that Pemberton and District Public 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.

Pemberton and District Public Library may disclose personal information to a collection agency or credit bureau for the purpose of collecting a debt.

Police/Law Enforcement

Personal information may be disclosed 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.

Emergency Situations

Pemberton and District Public Library may disclose personal information under emergency or compassionate circumstances; for example, so that next of kin or a friend of an individual who is injured, ill, or deceased can be contacted.

Retention

How long Pemberton and District Public Library keeps your personal information depends on the purpose for which the information was collected.

If Pemberton and District Public 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 Public 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.

Changes to this Privacy Policy

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

Privacy Officer Contact

If you have any questions or concerns about this policy or how Pemberton and District Public Library treats your personal information, you may contact Pemberton and District Public Library's Privacy Officer.

Name: Emma Gillis

Title: Library Director, Pemberton and District Public Library

Address: 7390a Cottonwood Street, Pemberton, BC V0N 2L1

Phone: 604-894-6916

If you are not satisfied with how your complaint was handled by the Pemberton and District Public Library, you have the right to complain to the Information & Privacy Commissioner.