

# Privacy and Access to Personal Information

## 1. Objective

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We are committed to protecting your privacy and confidential information in accordance with the *Municipal Freedom of Information and Protection of Privacy Act* and the *Public Libraries Act*.

## 2. Use of Your Information

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- a) We maintain as confidential all records relating to your use of library materials and services.
- b) Our staff collects the following information:
  - membership information (name, address, and other contact information) and
  - information about your transactions, which includes
  - a record of your library material transactions (charge history) which you may ask to opt out of when you sign up for a library card or at any later time
- c) We respect your privacy when you access our website and use our computers to access the Internet, unless we suspect you are violating our Public Access and Use of Computers policy. Our staff clears browser history caches on our public computers daily. We cannot guarantee your privacy on websites linked to ours or those you access on our computers.
- d) We record statistics on patron information to:
  - assess community needs for library services and programs
  - respond to inquiries about library operations
  - evaluate library services
  - support grant applications, and
  - meet our legal obligations.
- e) We may record images or video clips at library events and programs but will always seek your consent (see Appendix A Photo/Video Release Form).

## 3. Access to Your information

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- a) Only our staff or officers of the library may access your information, and only when necessary in performing their duties.
  - b) We do not allow volunteers to access your information.
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- c) We do not disclose your information to unaffiliated third parties unless legally required to do so.
- d) Under the *Municipal Freedom of Information and Protection of Privacy Act*, you have the right to access your information. As a child, you have the same rights of access as an adult, but, if you are under 16, your parent or guardian may also access your information.
- e) You may access your information in person, by telephone, on our website, and by email, by using your card number (and PIN, where applicable). Our staff may also ask for your address to verify your identity.
- f) We take all reasonable precautions to ensure the security of your information, e.g., shredding identifying information and concealing names on holds and interlibrary loans.
- g) If you feel your privacy has not been protected you may challenge library practices with the CEO. If you're not satisfied with the result, you may appeal to the Library Board.

## 4. The Library and Electronic Messages under Canada's Anti-Spam Legislation

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All electronic messaging sent by the Library is consistent with Canada's Anti-Spam Legislation (CASL). The Library will ensure that all electronic messages clearly identify the:

- subject of the communication
- sender (Rideau Lakes Public Library )
- the Library's contact information.
- way that an individual may "unsubscribe" from receiving further messages.

Signing up for a library card implies your consent to receive electronic notifications regarding personal borrowing and transaction activities if an e-mail address was provided. You may request not to receive electronic notifications although that may affect your ability to use the affected library services.

We may use electronic means to promote services, share information, or announce special events. We will provide an opportunity for you to sign up to receive such specific notifications, and will seek your consent before sending promotional electronic messages and notifications. You can easily unsubscribe from these services or change your preference at any time.

## 5. Access to information

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The Library is committed to making access to information about the operations of the Library

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available to the public. Board agendas and minutes, annual reports, policies and a variety of other information are available on the Library website and through Library publications. In accordance with the *Public Libraries Act*, the public can inspect any records that we have on file except where exemptions are allowed under Section 6-16 of MFIPPA.

All requests for information or for records, not publically available, must be made in writing. The CEO will give written notice to the person making a request, as to whether or not access to the record or part of it will be given as prescribed in MFIPPA. Fees will be applied according to the Municipal Freedom of Information and Protection of Privacy Act R.R.O. 1990 Regulation 823.

# Annex: Photo/ Video Release Form

## Rideau Lakes Public Library Photo/Video Release Form

As a participant in a Rideau Lakes Public Library (RLPL) program, I am aware that there may be opportunities for photos or videos of my child or myself to be taken by RLPL staff for use in its advertising, promotion, or publicity.

I hereby give permission for images of my child or myself - captured during regular and special Library activities through video and photograph - to be used solely for the purposes of the RLPL's promotional material, publications and web site and waive any rights of compensation or ownership.

By signing this consent I understand that the photographs will be used in good taste and solely for the promotional purposes of RLPL and that the Library will not sell the photographs, any prints or reproductions of the original, or the negatives under any circumstances without my written consent and permission. (No names of participants or visible nametags will be used.)

I have read and understood the authorization and release. I confirm that I have had the opportunity to have it explained to me, and that any questions I may have with respect to the authorization have been answered to my satisfaction.

I hereby **wave any right** to inspect and / or approve the finished product that may be used in connection therewith or the use to which it may be applied.

**Name of Participant** \_\_\_\_\_

**Participant's address:** \_\_\_\_\_

**Participant's Phone No.:** \_\_\_\_\_

**Name of Parent/Guardian** \_\_\_\_\_

(To sign if subject of photograph is under the age of 18 years. Guardian may be required to provide proof of relationship to subject)

**Parent/Guardian's signature:** \_\_\_\_\_

**Parent/Guardian's address:** \_\_\_\_\_

**Parent's/Guardian's phone no.:** \_\_\_\_\_

**Date:** \_\_\_\_\_

(IF TELEPHONE NUMBER AND / OR ADDRESS OF GUARDIAN IS DIFFERENT THAN PARTICIPANT, BOTH PARTICIPANT'S AND GUARDIAN'S ADDRESS AND NUMBER WILL BE REQUIRED).