



Privacy

1 Policy Statement

Guelph Public Library is deeply committed to ensuring the privacy of information given to us by individuals wishing to use the services of the library. The library collects this information in accordance with [the Municipal Freedom of Information and Protection of Privacy Act R.S.O 1990 cM 56](#), the [Public Libraries Act R.R.O 1990](#) and [Canada's Anti-Spam Legislation](#).

2 Definitions

2.1 Personal information

Identifiable information about an individual such as name, phone, address, email, date of birth, financial transaction, etc. Exceptions such as personal information in context of doing business, or persons deceased for over 30 years, etc. are defined in the Act.

2.2 Spam

An electronic message sent without explicit or implied consent of the recipient.

2.3 Cookies

A packet of data sent by a web server to a browser, which is returned by the browser each time it accesses the same website, identifying the user or tracking their access to the website. Often used to understand data about customer visits and actions to improve performance.

3 Policy Details

- 3.1 In the course of collecting personal information to conduct its business, the Guelph Public Library will comply with the Municipal Freedom of Information and Protection of Privacy Act, and Canada Anti-Spam legislation and adhere to the principles of the Canadian Standards Association Model Code for the Protection of Personal Information.
- 3.2 The library collects personal information under the authority of the Municipal Freedom of Information and Protection of Privacy Act for the purpose of conducting the library's business, which may include fines, holds, overdue notices, fundraising, programs and the Library Store.
- 3.3 Accountability
- The library will ensure that its privacy policy is enforced by all library staff members as well as third party organizations or agencies that have legitimate access to such information in support or conducting the library's business.

4 Privacy Principles

4.1 Collection of Information

- a. The library will clearly state the purpose for collecting any personal information before such information is collected and will obtain consent for that use.
- b. Personal information shall be collected using only legal and lawful means and its collection, use and storage will be limited to that which is only necessary to conduct business for the purposes identified by the library.
- c. Obtaining a library card implies the individual's consent to authorize the library to collect personal information for the purpose of conducting the library's business, which may include fines, holds, overdue notices, fundraising and programs. In the event of a minor, consent is obtained from the appropriate guardian or parent. We may also obtain consent electronically through the website.
- d. Any individual may choose not to allow the collection of their personal information, but it may affect the ability to use library services.
- e. The library will update member information and ensure that the collection, storage and disposal of information are carried out in a manner that conforms to legislation.
- f. The library collects comment forms, requests for material reconsideration and correspondence from individual users. All correspondence received is part of the Board's public documents except for correspondence related to personnel or property issues which would be treated as confidential and handled in an in-camera library board session.

- g. The library system collects images and video clips through security cameras. Images are only used to ensure the security and safety of staff and individuals using the library.
- h. The library takes photographs of events and programs for promotional purposes. You have the right to revoke your consent for photography at any time and we will remove it within 5 business days.
- i. The Guelph Public Library Store uses a third-party vendor to host its storefront, which uses Cookies to capture analytics to better understand user interaction with Library Store services.
 - i. The Library Store may also permit third parties and service providers to use Cookies to tailor services, products and advertising through our storefront.
 - ii. Customers have the option to set browsers to remove or reject Cookies, however this can impact user experience.
 - iii. Disabling or blocking Cookies may not completely prevent how we share information with third parties such as advertising partners.

4.2 Use and Disclosure of Information

- a. Personal information shall not be shared, used or disclosed for purposes other than that for which it was collected, except with the consent of the individual, exceptions in this policy or as required by law.
- b. Personal information may be shared with third parties including agencies and companies working within the scope of their duties on behalf of the library and in compliance with this policy.
- c. Personal information, including borrowing and transaction history, shall not be disclosed to another person unless to a parent or legal guardian, who is listed as the guardian responsible, for a person who is less than 16 years of age, or where a written signed consent form is provided.
- d. The Library may disclose information in accordance with the exemptions provided in section 32 of MFIPPA, including:
 - i. Subsection (g), disclosure to an institution or a law enforcement agency in Canada to aid an investigation undertaken with a view to a law enforcement proceeding or from which a law enforcement proceeding is likely to result;
 - ii. Subsection (i), disclosure under compassionate circumstances, to facilitate contact with the spouse, a close relative or a friend of an individual who is injured, ill or deceased;

4.3 Retention of Information

- a. The Library will not retain any personal information related to the items borrowed or requested by a user, or pertaining to a user's on-line activity, including purchases made using the Library Store, longer than is necessary for the provision of library services and programs. The retention of personal information includes the following situations:
 - i. Personal information regarding library transactions is retained in the user database as long as the circulation record indicates that an item remains on loan or fees remain unpaid.
 - ii. Staff may access the last borrower information of an item for business purposes only.
 - iii. Personal records of all users who have not used their cards in the previous three years and do not have outstanding fines are purged on an annual basis.
 - iv. The Library Store will retain personal information depending on different factors, including whether we need the information to maintain your account, to provide services related to the store, comply with legal obligations, resolve disputes or enforce other applicable contracts or policies related to the store.
- b. The Library may retain personal information related to library functions or services as described below, when users voluntarily opt in to do so; for example, to enhance or personalize library functions or services.
 - i. The personal information and borrowing history of Visiting Library Services and Outreach Services Bookmobile users are retained with their permission. This is done to assist staff in selecting and delivering materials for the user.
 - ii. Borrowing history of all patrons will only be kept in the user database when users voluntarily give permission.

4.4 Responsibility for Privacy

- a. The Guelph Public Library Board is responsible for personal information under its control and designates the Chief Executive Officer (CEO) as the individual accountable for the library's compliance with legislation. The CEO ensures that the policy with respect to collection, use and disclosure of information is followed.
- b. All Guelph Public Library Employees will be made aware of the importance of maintaining the confidentiality of personal information.
- c. Any library member who feels their privacy has not been protected may challenge library practices with the CEO. If the member is not satisfied with the result, they may appeal to the Library Board, maintaining either

the current policy has been violated or that the current policy needs to be changed to address a perceived issue.

- d. A privacy breach occurs when personal information is collected, retained, used, disclosed or disposed of in ways that do not comply with Ontario's privacy laws. In the event of a breach the CEO or her/his designate will:
 - i. Contain the breach and repatriate the information
 - ii. Assess the severity of the breach
 - iii. Notify affected parties and the Information and Privacy Commissioner as required
 - iv. Investigate the cause of the breach
 - v. Implement corrective actions

4.5 Access to Information

- a. The Guelph Public Library is committed to making access to information about the operations of the library available to the public. Board agendas and minutes, annual reports, policies and a variety of other information are made a matter of public record through the Library website and through Library publications. In accordance with the Public Libraries Act the public can inspect any records that the board's secretary has on file except where exemptions are allowed under Section 6-16 of MFIPPA.
- b. Responding to requests for other library information is a statutory obligation and will be completed promptly.
- c. Upon request, an individual will be informed of the existence, use, and disclosure of his or her personal information, and be given access to that information. An individual shall be able to challenge the accuracy and completeness of the information and have it amended as appropriate.
- d. All requests for information or for records, not publicly 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.

4.6 Electronic Communication Under Canada's Anti-Spam Legislation

- a. All electronic messaging sent by the library is consistent with Canada's Anti-Spam Legislation (CASL).
- b. The library will ensure that all electronic messages clearly identify the:
 - i. subject of the communication
 - ii. sender (Guelph Public Library)

- iii. the library's mail address and contact information
- iv. way that an individual may "unsubscribe" from receiving further messages
- c. At the time of registration for a library card, specific pieces of information are collected. Obtaining a library card implies the individual's consent to authorize the library to send electronic notifications regarding personal borrowing and transaction activities if an e-mail address was provided at the time of registration. Individuals may request not to receive electronic notifications although such an action may affect their ability to use the affected library services.
- d. The library may, at times, use electronic means to promote services, share information, or announce special events. The library will provide an opportunity for individuals to sign up to receive such specific notifications and will seek the individual's consent before sending promotional electronic messages and notifications. The library will provide options to individuals to easily unsubscribe from these services or to change their preferences at any time.