

## Oliver Paipoonge Public Library

<b>Policy Type: Operational</b>	<b>Policy number: OP-02</b>
<b>Policy Title: : Confidentiality &amp; the Protection of Privacy</b>	<b>Initial Policy Approval Date: 09/29/2021</b>
	<b>Last Review/Revision Date:</b>
	<b>Year of Next Review:</b>

The Board recognizes that the users' choice of materials they borrow and websites they visit is a private matter. The Library will therefore make every reasonable effort to ensure that personal information about its users and their use of Library materials, services and programs remains confidential.

Personal information is defined in Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M56 (MFIPPA), in part, as "recorded information about an identifiable individual." This could include, in the Library context, information on a user's borrowing habits, as well as information related to computer use.

1. The Board insures that:
  - a. the Library complies with the spirit, principles and intent of MFIPPA.
  - b. members of the public have access to information about the operations of the Library and to their own personal information held by the Library in accordance with the access provisions of MFIPPA.
  - c. the privacy of an individual's personal information is protected in compliance with the privacy provisions of MFIPPA.
2. The Board is responsible for personal information under its control. The CEO is the agency's information and privacy officer, and ensures that:
  - a. the purposes for which personal information is collected shall be identified by the Library at, or before, the time the information is collected.
  - b. consent of the individual is acquired for the disclosure of collection use or personal information.
  - c. 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 programs.
3. 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 longer than is necessary for the provision of Library services and programs.
  
4. Confidentiality and the Protection of Privacy

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- a. the Library will not disclose personal information related to a visitor or a Library user to any third party without obtaining consent to do so, subject to certain exemptions as provided by MFIPPA. Information will be disclosed:
  - i. to a parent or guardian of a person up to sixteen (16) years of age.
  - ii. upon the presentation of a search warrant.
  - iii. to police in the absence of a search warrant to aid an investigation (on the CEO's discretion).
5. Personal information may be released in compassionate circumstances to facilitate contact next of kin or a friend of an individual who is injured, ill or deceased.
  - a. personal information shall be as accurate, complete and up-to-date as is necessary for the purpose for which it is used.
  - b. personal information shall be protected by security safeguards appropriate to the sensitivity of the information.
  - c. upon request, an individual shall be informed of the existence, use and disclosure of his or her personal information, and shall 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. an individual shall be able to address a challenge concerning compliance with the above principals to the CEO.
6. The Library and Electronic Messages under Canada's Anti-Spam Legislation
7. All electronic messaging sent by the Library is consistent with Canada's Anti-Spam Legislation (CASL).
8. The Library will ensure that all electronic messages clearly identify the:
  - a. subject of the communication
  - b. sender (Oliver Paipoonge Public Library)
  - c. the Library's email address and contact information
9. 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 email 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.