



Burk's Falls, Armour & Ryerson Union Public Library

Box 620, 39 Copeland Street, Burk's Falls, Ontario P0A 1C0

Section: Administration

Title: Privacy, Access to Information and Electronic Messages under CASL

Policy number: B-1

Adoption date: December 2007

Last review/revision: April 2023

Policy Objectives

To ensure that the Burk's Falls, Armour & Ryerson Union Public Library complies with the spirit, principles and intent of the **Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)**.

To ensure that 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.

To ensure that the privacy of individuals' personal information is protected in compliance with the privacy provisions of MFIPPA.

Underlying Principles/Background

The Library is committed to the principles of accountability and integrity as part of its value system. These values speak to the need for openness, and responsibility in all operations.

The Library's mandate is to provide library services and programs to the community. The continuing rise in Internet use has generated increasing public concerns about privacy and the security of personal information that is provided during on-line transactions. It is essential that the Library continue to build trust and confidence in its users and continue to encourage their use of its services and programs. The Library will therefore make every reasonable effort to ensure that information about its users and their use of library materials, services and programs remains confidential.

The Burk's Falls, Armour & Ryerson Union Public Library has also endorsed the Canadian Library Association's Position Statement on Intellectual Freedom. This statement affirms the fundamental right of all Canadians to have access to all expressions of knowledge, creativity and intellectual activity, and to express their thoughts publicly.

Policy

The Burk's Falls, Armour & Ryerson Union Public Library will make information about the Library available to the public and protect the privacy of all individuals' personal information in its custody or control in keeping with the access and privacy provisions of MFIPPA and other applicable legislation.

Procedures

1. Protection of Privacy: Users

Collection and Use of Information:

The Library will not collect any personal information about users without obtaining their consent to do so, subject to the exceptions as contained in Section 29(1) of MFIPPA and personal information will only be used for the stated purpose for which it was collected or for a consistent purpose.

2. Disclosure of Information

The Library will not disclose personal information related to a visitor or library user to any third party without obtaining consent to do so, subject to certain exemptions as provided in section 32 of MFIPPA. Situations where the Library will disclose this information include the following:

- a) The Library will disclose personal information to a parent or guardian of a person up to sixteen (16) years of age who exercises the right of access to the child's personal information in the user or circulation databases.
- b) The Library will disclose personal information when a user, who has requested and been assigned supplementary library card privileges and who has signed the accompanying consent form, voluntarily gives a right of access to the personal information in his/her user and circulation database records to the individual documented on the consent form.
- c) In accordance with Section 32(g) of MFIPPA, personal information may be released to 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.
- d) In accordance with Section 32(i) of MFIPPA, personal information may be released in compassionate circumstances to facilitate contact with the next of kin or a friend of an individual who is injured, ill or deceased.
- e) The Library may allow certain of its service providers access to relevant personal information solely for the purpose of maintaining the Library's electronic services.

3. Retention of Information

The Library will retain any personal information related to the items borrowed or requested by a user. This includes the following situations:

- a) All personal information regarding library transactions is retained in the user database. This will assist our clients with their selection.
- b) The circulation records of Home Library Services users are retained with their permission. This is done in order to assist staff in selecting materials for the user.
- c) Records of items with outstanding fees/charges are retained until paid.
- d) Personal records of all users who have not used their cards in the previous year and do not have outstanding fines are purged (removed from the database) on an annual basis.

4. The Library and Electronic Messages 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:

- Subject of the communication
- Sender (Burk's Falls, Armour & Ryerson Union Public Library)
- Library's mail address and contact information
- Method 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 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 service.

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.