

405.01 Privacy and Confidentiality

1. The *Library Act* authorizes the Library to collect from its members only the personal information required to provide library service to them.
2. The Mackenzie Public Library is committed to protecting patron privacy. As a public body, any personal information collected, used or disclosed by the Library is in accordance with the *Freedom of Information and Protection of Privacy Act (FOIPPA)*.

2.01 Personal information is defined by *FOIPPA* as information about an identifiable person. Some examples of personal information are name, age, home address, phone number, email address, IP address (a computer's address), identification numbers, reading choices and age.

2.02 *FOIPPA*'s definition of personal information does not include work contact information, which is information that would allow a person to be contacted at a place of business, such as the person's name, title, business address, business phone number, and business e-mail address.

3. Any questions regarding the collection of personal information are to be referred to the Library's FOI/Privacy Officer, who will respond to questions regarding the collection of personal information.
4. The Library Director will act as the Library's FOI/Privacy Officer. In the Library Director's absence, the Assistant Librarian will act as the FOI/Privacy Officer

405.02 Use of Personal Information

1. The Mackenzie Public Library will only use personal information for the purposes for which it was originally collected or in a manner that is consistent with those purposes.
2. The Library will only use personal information for different purpose if a patron explicitly consents to the new purpose or the use is authorized under *FOIPPA* or is otherwise required by law.
3. The Library does not sell or rent personal information. Personal information is disclosed only in accordance with *FOIPPA* or as otherwise required by law.

3.01 Examples of when personal information may be disclosed include, but are not limited to:

- when a patron explicitly consents to the disclosure
 - to a collection agency for the purpose of collecting a debt
 - for law enforcement purposes, such as where required by a subpoena, warrant or other order
 - where there are compelling health and safety concerns
 - to contact a person's next of kin if that person is injured, becomes ill or dies while visiting the library
4. Where other organizations require personal information in order to provide services on behalf of the library, the Library ensures that these organizations treat the personal information in compliance with *FOIPPA* and the Library's privacy policies.

5. The Library will endeavor to ensure the personal information is as accurate, complete and up-to-date as necessary.

405.03 Security and Retention of Personal Information

1. The Mackenzie Public Library uses reasonable security measures, including physical, technological and operational safeguards, to protect against risks such as unauthorized access, collection, use, disclosure or disposal.
2. If the Library uses personal information to make a decision that affects a patron, the Library must keep that information for at least one year so that the patron has an opportunity to access it.
3. If the information was not used to make a decision affecting a patron the library will keep personal information only for the length of time necessary to fulfill the purposes for which it was collected.

405.04 Patron Access to Personal Information

1. Patrons have a right to request access to personal information about them held by the Mackenzie Public Library.
2. Patrons have a right to request that their personal information be corrected if they believe it is incorrect.

2.01 Patrons may submit a written request to the Library. The request should provide enough detail to enable a library employee to find the personal information (e.g., personal information provided when the patron applied for a library card).

2.02 The Library will respond to a written information request within thirty (30) business days.

2.03 If the Library does not respond to a written request within thirty (30) business days, or if a patron is unsatisfied with the response from the Library, the patron has a right to file a complaint with the Office of the Information and Privacy Commissioner for British Columbia.

405.05 Children's Personal Information

1. Children have the same rights as adults with respect to their personal information under *FOIPPA*.
2. The Mackenzie Public Library assumes that children 13 years and over are generally capable of exercising their own rights for policy purposes. However, the Library may treat a request on an individual basis where a child, or parent or guardian, does not believe the guideline age is appropriate in their circumstances.
3. Where a child is "incapable" of exercising his or her right to access, correct or consent to the disclosure of his or her personal information, the child's parent or guardian may do so on his or her behalf.