

# Privacy Policy

## 1. Purpose

The Library works hard to protect your privacy. You can visit our branches or explore our website without giving any personal information about yourself.

Sometimes, the Library does need personal information to let you use its services, such as access to collections, programs and events, notifications, websites, and mobile apps. This policy explains how the Library uses personal information and protects personal information under its control.

## 2. Definitions

**The Library:** When we say “the Library” we mean the Colchester-East Hants Public Library.

**Personal Information:** “Personal information” is any information that could identify a person. Personal information includes, but is not limited to, these details:

- Name
- Email address
- Home or business address
- Phone number
- Month or year of birth
- Library transactions (such as materials requested or borrowed)
- Library barcode number

For a complete definition of personal information, see the *Freedom of Information and Protection of Privacy Act (FOIPOP Act)* section 3(1)(i).

**Same Page Consortium:** The group of libraries in Nova Scotia that partner together is called the Same Page Consortium. The Library is a member of this group. See the [Same Page website](#) for more information about the Same Page Consortium.

### **3. Privacy and Confidentiality of Records**

You have a right to have your personal information kept private. The Library collects, uses, and protects your personal information under the authority of the *Freedom of Information and Protection of Privacy Act (FOIPOP Act)* and *The Libraries Act*.

The Library is responsible for personal information under its control and is accountable for the organization's compliance.

You are responsible for keeping your library card safe. You must tell us right away if your card is lost or stolen.

All records that identify users are confidential. Library staff must respect your privacy and keep your personal information private. Staff look at and change user records only as needed to perform their duties.

The Library is a member of the Same Page Consortium, which lets you borrow materials from eight libraries through a shared catalogue. You can learn more about how these libraries protect your privacy by looking at the [Same Page Privacy Policy](#).

### **4. How We Use Personal Information**

This section describes how we collect, use, and disclose your personal information.

#### **a. We Collect It**

The Library will only collect the information it needs to provide service to the public. We will tell you what services these are and get your consent to collect this information.

You do not have to give your personal information. However, if you don't, you may not be able to use some library services.

The Library will try to:

- Collect and store as little personal information as it can.
- Make it anonymous where possible.
- Keep your personal information only as long as we need it.
- Make sure that only people who are authorized can see, use, or disclose the information.
- Destroy it when we no longer need it.

#### **b. We Use It to Provide Services to You**

The Library uses personal information to provide people with library services. We lend library materials, let you access library programs and services, collect payments you may owe, and answer questions. The Library may also use your personal information to stop fraud or to stop someone from abusing library services.

#### **c. We Disclose It When We Need To**

The Library does not sell, rent, or loan personal information.

We disclose your personal information only for the reason we collected it. We will ask for your permission if we want to disclose the information for any other reason, except at these times:

- In response to a subpoena, court order or a specific written request from a law enforcement agency to assist in an investigation, or otherwise as required by law.

- If we believe that disclosing the information will stop or reduce an immediate danger to someone's health or safety.
- To a law enforcement agency, to a government organization providing services to a minor, or to another public body in the best interests of the minor.
- To get library property back or to get fees or charges someone owes the Library, in accordance with library procedure.
- To respect the rights of parents, guardians, or caregivers respecting juvenile, special circumstance or outreach borrowers.
- To an authorized third-party contracted to provide technology or other services for the Library.

Library staff cannot release information to third parties unless instructed by the Executive Director and Chief Librarian or designate. Personal information may be provided to law enforcement officers in the course of their duty by the Executive Director and Chief Librarian or designate, or by the Library Board.

If any search through records creates costs for the Library, the Library may charge those costs to the agency demanding the search.

We may also give personal information when:

- An adult consents in writing.
- A child's parent or legal guardian consents in writing.
- The information is needed to keep library staff safe, to protect library property, or to enforce library policy.

### ***Requesting Access to Information***

You may ask if we have, use, or have disclosed your personal information. You can do this by filling out an *Access to Information Request Form*. You must give us your

library card so we can check your records. If you do not have your library card, we will need other identification.

You may also tell us if you think the information we have is wrong or if information is missing so that we can change it.

### ***When Parents or Guardians Can Access Youth Library Records***

Parents and legal guardians can access library records for children ages 0 to 13. Only parents or guardians can ask for this and the branch supervisor must check the identity of the parent or guardian and the age of the child.

Parents and legal guardians can access the library records for young people ages 14 to 18 if the Executive Director and Chief Librarian approves it. The Library will check the identity of the parent or guardian and the age of the young person.

## **5. Security and Storing Personal Information**

The Library is responsible for protecting personal information and using the proper security to do this.

Personal information is stored primarily in Canada; from time to time, personal information may be temporarily uploaded to servers outside the country. Some of our library services are provided by companies in the United States. These companies have a contract with the Library that says that they can only use your information to provide those services.

Some library services provided by other companies might ask for your personal information when you register for the service (like BiblioCommons, Overdrive/Libby, and CELA). You do not have to give these companies your personal information. But if you do not, you may not be able to use the service.

The Library may also provide links from its website to third-party information or services. Any personal information you give any company online falls under that

company's privacy policy. The Library is not responsible for the way they collect or use your personal information.

## **6. Policy Changes**

We may change or update this policy when we add new services and content or if the other policies change. Any changes to this *Privacy Policy* are effective upon publication. We encourage you to read this policy from time to time so that you stay up to date on how we use your private information.

## **7. Comments/Questions**

People can send their comments and questions about the Library's *Privacy Policy*:

By email to

- [Admin@CEHPublicLibrary.ca](mailto:Admin@CEHPublicLibrary.ca)

By phone to

- (902) 895-4186

By regular mail to

- Colchester-East Hants Public Library  
754 Prince Street  
Truro, Nova Scotia  
B2N 1G9

## **8. Related Documents**

Access to Information Request Form

Confidentiality Agreement

[Freedom of Information and Protection of Privacy Act \(FOIPOP Act\)](#)

[The Libraries Act](#)

[Same Page Privacy Policy](#)

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