

## GENERAL PRIVACY POLICY

### 1. **Introduction:**

Hudson's Hope Public Library is committed to protecting your privacy. Any personal information collected, used or discarded by this library is in accordance with the *Freedom of Information and Protection of Privacy Act* (FOIPPA).

### 2. **What is personal information?**

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. *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 email address.

### 3. **Collection of personal information**

When collecting personal information from you, Hudson's Hope Public Library will advise you of the purpose for collecting it and the legal authority for doing so. We will also provide you with contact information of the library's contact person, who can answer your questions regarding the collection.

The following are some examples of purpose for which Hudson's Hope Public Library may collect your personal information.

- Issuing library cards
- Identifying materials currently on loan
- Placing and tracking inter-library loans
- Identifying and recording overdue materials
- Placing and tracking materials on hold
- Providing answers to reference materials
- Faxing materials
- Providing information about library programs and services
- General library operations
- Library fundraising

### 4. **How is personal information used?**

Hudson's Hope Public Library will only use your personal information for the purpose for which it was originally collected or in a manner that is consistent with those purposes. The library will only use your personal information for different purpose if you explicitly consent to the new purpose or the use is authorized under *FOIPPA* or is other wise required by law.

**5. When is personal information used?**

Hudson's Hope Public Library does not sell or rent personal information. Personal information is disclosed only in accordance with *FOIPPA* or as otherwise required by law.

Where other organizations require personal information in order to provide services on behalf of the library. Hudson's Hope Public Library ensures that these organizations treat the personal information in compliance with *FOIPPA* and the library's privacy policies.

Examples of where personal information may be disclosed include:

- 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; or
- To contact a person's next of kin if that person is injured, becomes ill or dies while visiting the library.

**6. How is personal information kept secure?**

Hudson's Hope Library uses reasonable security measures to protect against risks such as unauthorized access, collection, use, disclosure, or disposal.

Security measures include physical, technological and operational safeguards that are appropriate to the nature and format of the personal information.

**7. How long is personal information kept?**

How long Hudson's Hope Public Library keeps your personal information depends on the purpose for which the information was collected.

If Hudson's Hope Public Library uses your personal information to make a decision that affects you, we must keep that information for at least one year so that you have an opportunity to access it. Otherwise, the library will keep personal information only for the length of time necessary to fulfill the purposes for which it was collected. Personal information is securely destroyed when it is no longer needed.

**8. Accuracy of personal information.**

Hudson's Hope Public Library will endeavour to ensure the personal information is as accurate, complete and up-to-date as necessary.

**9. How can I access or correct my personal information?**

You have a right to request access to personal information held by Hudson's Hope Public Library. To do so, you may submit a written request to the Director, Hudson's Hope Public Library.

**10. Children's personal information**

Children have the same rights as adults with respect to their personal information under *FIOPPA*. Hudson's Hope Public Library assumes that children 12 years 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/guardian does not believe the guidelines age is appropriate in their circumstances.

**11. Changes to this Privacy Policy**

Hudson's Hope Public Library practices and policies are reviewed yearly. This policy will be updated to reflect and changes.

**12. Who can I contact about Hudson's Hope Public Library privacy policies?**

Library Director contact: Amber Norton  
Box 269  
Hudson's Hope, BC V0C 1V0  
Email: Director.hhpl@pris.ca  
Phone: (250) 783-9414

Library board contact: Mike Nichols  
Chair – Hudson's Hope Public Library Board of Trustees  
Box 269  
Hudson's Hope, BC V0C 1V0  
Email: n17t14@gmail.com  
Phone: (250) 783-0711

If you are not satisfied with how Hudson's Hope Public Library handled your complaint, you have the right to complain to:

Information and Privacy Commissioner  
PO Box 9038, Stn. Prov. Gov't  
Victoria, BC V8W 9A4  
Telephone: (250) 387-5629  
Email: [info@oipc.bc.ca](mailto:info@oipc.bc.ca)  
Website: <http://oipc.bc.ca>