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Category:	Customer Service

Confidentiality and Security

1. PURPOSE

The purpose of this policy is to inform all visitors of how Brampton Library is using and protecting their personal information.

2. SCOPE

This policy applies to all information collected by Brampton Library, third party providers or volunteers. This policy applies to the collection, use, disclosure and storage of personal information undertaken in accordance with the [Ontario Public Libraries Act](#) and the [Municipal Freedom of Information and Protection of Privacy Act](#).

Our privacy and operational practices are designed to comply with the guidelines as set out by [Information and Privacy Commission](#) / Ontario and Canada's Anti-Spam Legislation.

3. DEFINITIONS

- 3.1. **Personal Information** – any recorded information relating to an identified or identifiable individual who is the subject of the information
- 3.2. **Devices** – any means by which a person is connected to the internet or electronic resources. This includes, but is not limited to computers, laptops, Chromebooks, cell phones and tablets.

4. INFORMATION COLLECTED

4.1. Membership

Library membership includes the use of name, address, telephone number and email.

4.2. Library Visits

In the daily operation of Brampton Library the safety of property, visitors and employees is protected and maintained by conventional means such as alert observation by staff, foot patrols by security personnel, the security-conscious design of Library locations, safe behaviour training and the consistent application of the Library's Rules of Conduct.

In some circumstances, the additional protection provided by surveillance cameras is essential in maintaining lawful and safe use of Library premises.

4.3. Device Information

With the growing number of services provided by the Library, through its third party providers, device information may be collected for the use of those applications or when using those services.

The Library collects a minimum amount of information such as IP Address, IP Address Location, Device Browser and MAC Address for use in operational statistics.

5. CUSTOMER CONFIDENTIALITY

- 5.1. All information contained in, or developed from, the Library's databases or services pertaining to membership records or that identifies individuals and their borrowing record is confidential.
- 5.2. Children have the same privacy and access rights as adults. An exception in section 54(c) of the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) provides that a person who has lawful custody of the individual may exercise the rights of access of an individual less than 16 years of age.
- 5.3. Upon presentation of their library membership number and approved identification, a customer may query their records.
- 5.4. Upon presentation of the library membership number and approved identification, a customer may query their overdue records of their minor age children or wards.
- 5.5. No other person is entitled to information contained in the Library's database after the items are returned.
- 5.6. Once material is returned to the library and checked in, the name of the last customer to use the material remains in a background file on the item record for use only by authorized Library personnel.
- 5.7. Information from the Library's database files shall only be released to the police or government agencies upon the presentation of a proper and valid warrant, or in the absence of a warrant the information requested must be documented on the Disclosure of Personal Information form created for this purpose.
- 5.8. In accordance with Section 32(g) and 32(i) of the Municipal Freedom of Information and Protection of Privacy Act, the person-in-charge of the branch has the authority to release personal information to the Ontario police or government law enforcement to aid an investigation leading or likely to lead to a law enforcement proceeding or in compassionate circumstances to facilitate contact with next of kin of an individual who is injured or deceased. The information requested must be documented on the Disclosure of Personal Information form created for this purpose.