



# AURORA PUBLIC LIBRARY BOARD

## PRIVACY POLICY

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### 1. PURPOSE AND SCOPE

All customers of Aurora Public Library have the right to privacy and the protection of personal information collected by the library. This policy aims to ensure that the collection of individuals' personal information is protected, confidential and limited to what is necessary.

In accordance with the Public Libraries Act R.S.O. 1990, Chapter P.44, Municipal Freedom of Information & Protection of Privacy Act and Canada's Anti-Spam Legislation, all customers of the Aurora Public Library have the right to privacy and confidentiality regarding their use of Library services and collections. Accordingly, customer borrowing and electronic use records are held in confidence by the Library and are accessed only for the purposes identified at the point of collection.

### 2. COLLECTION OF PERSONAL INFORMATION

Under the authority of the Public Libraries Act, Aurora Public Library collects personal information. The purpose of collecting personal information is for the management and administration of library services. It enables the Library to fulfill its mandate of making materials available and ensuring Library resources are safeguarded. The Library must maintain customer records to provide data needed for planning and statistical analysis.

When registering for an Aurora Public Library membership, customers provide personal information and in so doing consent to the collection of their personal information.

Personal information is defined as recorded information about an identifiable individual that links the name of the individual with other information about them. For the Library's purposes, that information *may include but is not limited to*:

- .1 Name, address, telephone number, e-mail address (if applicable)
- .2 Gender identity
- .3 Year of birth for children less than 16 years of age, as well as the identity of the parent or legal guardian
- .4 Borrowed materials
- .5 Overdue fines and other charges
- .6 Holds / requests for materials
- .7 Information related to registration for Library programs

### **3. RETENTION OF USE INFORMATION**

Personal information identifying Library customers is collected and securely stored in a centralized electronic database. This information is used to support essential transactions related to the effective administration and delivery of Library services and programs. Additionally, when customers register for programs, their information may also be collected by authorized third-party software platforms used by the Library for registration and event management purposes.

### **4. ACCESS TO PERSONAL INFORMATION**

All information contained in the Library's databases including customer registration data or circulation transaction files or reports are confidential.

Access to customer information is limited to:

- .1 Library employees and authorized volunteers, working within the scope of their duties.
- .2 The individual to whom the information relates or, if the individual is less than 16 years of age, the person who has lawful custody of that individual. Access by an individual requires proof of identity.

Personal information held by the Library, including customer borrowing and electronic use records, will not be divulged to a third party, except in very specific permissible circumstances, including:

- .1 The parent or guardian of an individual who is less than 16 years of age.
- .2 Someone holding Power of Attorney for a specified individual, where proof of that Power is furnished.
- .3 The Library's authorized collection agent, for pursuit of overdue accounts and Library property.
- .4 A law enforcement agency requesting specific personal information, where the request is supported by a formal warrant.
- .5 Information about what an individual has borrowed is shared only with the library card holder and only if the customer opts to track borrowing history upon registration. Possession of a library card is considered consent by the card owner to share such information with the person holding the library card. Individuals may designate family members or others to borrow materials for them using their card. It is assumed consent has been granted if another individual is in possession of the library card.

Staff, board members and volunteers are responsible for maintaining the confidentiality of all personal, proprietary or privileged information which they may be exposed to while serving the library in any capacity, whether this information involves members of staff, volunteers, customers or other persons, or involves the overall business of the library. Personal information may include name, address, occupation, religion, gender identification, work schedule, program registration, payments to and from the Library, number and titles of items they have borrowed, amount of fees or fines owing to the Library, attendance on the Library premises, membership in the Library, medical information, issues

and opinions expressed by the individual.

The Library Board confidentiality policy is reviewed during the orientation of the Board and is part of the APLB Code of Conduct for members.

**5. DISPOSAL OF PERSONAL INFORMATION**

Personal information held by the Library, including information concerning an individual's use of the Library, is disposed of in a manner that continues to ensure the protection of privacy.

**6. ELECTRONIC COMMUNICATION**

The customer will opt in to receive any or all electronic communications sent from the library. Electronic communications are sent by the library to notify customers about library specific events, circulation and borrowing notices or share important information. Customers can unsubscribe or change their electronic communication preferences at any time in accordance with Canada's Anti-Spam Legislation.

**7. MUNICIPAL FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT (MFIPPA)**

Customers have the right to request personal information records in the form of a formal MFIPPA request. An administration fee may be charged to access individual or general records in accordance with MFIPPA regulations.

**Related Policies**

1. APL General Records and Personal Information Banks
2. APL Circulation and Fees Policy
3. Volunteer Policy
4. APLB Code of Conduct

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