

2.10 PRIVACY AND CONFIDENTIALITY

- 2.10.1 The Prince George Public Library (PGPL) protects the privacy of all library patrons, including children, as required by the BC Freedom of Information and Protection of Privacy Act (FIPPA). All library records are considered confidential.
- 2.10.2 All library patrons have the right to privacy as provided for in FIPPA with respect to the collection, use, and disclosure of their personal information. Personal information will only be collected in accordance with FIPPA. Accordingly, except in the limited circumstances provided for in FIPPA, personal information about an individual will be collected directly from that individual. Individuals are informed of the reasons for collecting personal information at the time (or before) it is collected. In addition, at the time of collection (or before), individuals are informed of PGPL's legal authority for collecting the information and the name, title, and contact information for PGPL's Privacy Officer, responsible for ensuring compliance with FIPPA, to whom questions about the collection can be directed.
- 2.10.3 Unless an individual consents to some other use, personal information will only be used for the stated purpose for which it is collected. Personal information may be collected for uses such as: access to library materials, services, and programs; room rentals; communications; collection of fees and debts; fundraising; protection of PGPL property; security of patrons and staff; non-identifying statistical purposes; and in the limited circumstances provided for in FIPPA.
- 2.10.4 PGPL does not sell or rent personal information. Individuals with complaints or questions about PGPL's use of personal information may contact the Library Director, who serves as PGPL's Privacy Officer (see: <https://www.pgpl.ca/staff-directory>).
- 2.10.5 PGPL uses reasonable security measures to protect against risks such as unauthorized access, collection, use, disclosure, or disposal of personal information. Security measures include administrative, physical, technological, and operational safeguards that are appropriate to the nature and format of the personal information collected.
- 2.10.6 PGPL takes all reasonable measures within its means to ensure privacy, but is not responsible for extraordinary or illegal intrusions into its records, such as from cyber-attacks. Where appropriate, PGPL will pursue criminal charges for privacy violations.
- 2.10.7 PGPL will not disclose personal information to agencies of the federal, provincial, or local government, or to any individual or agency except as required by applicable legislation. Personal information may be disclosed to comply with a subpoena, warrant, or order by a court, person, or body in Canada with the jurisdiction to compel the production of information, or to respond to a specific written request from a law

enforcement agency to assist in a specific investigation, or in response to an emergency situation impacting the health or safety of any person.

- 2.10.8 PGPL will not retain any personal information longer than necessary for the provision and planning of library services and programs, unless a longer period is required by law. PGPL may, however, retain personal information related to library services and programs where library patrons have consented to allow PGPL to do so; for example, to enhance or personalize library services and programs.
- 2.10.9 The Library Director will submit an annual report to the Library Board summarizing the details of any significant privacy-related incidents or issues at the Library during the previous year, including any privacy breaches or freedom of information requests submitted by library patrons or employees.
- 2.10.10 PGPL periodically reviews and updates its privacy policy to reflect changes in technology, laws, and best practices. For more information about privacy protections in BC, visit the Office of the Information & Privacy Commissioner's website: <https://www.oipc.bc.ca/for-the-public/>