

TITLE: Confidentiality of User Records Policy		
COMMITTEE: Internal	Passed: 04/17/2023	Review Period: Every 5 years
Topic: Confidentiality	Amended:	Date of Next Review: 04/17/2028

Confidentiality of User Records Policy

The Town of Ponoka Library Board adheres to Alberta’s Freedom of Information and Protection of Privacy Act (FOIP Act) and the Canadian Personal Information Protection and Electronic Documents Act (PIPEDA).

- Upon registration, the Library collects the following information: name, address, telephone number and email address. This information is used for the administration of circulating items and statistical purposes.
- Circulation records and all other records concerning Library users are to be considered confidential in nature. Such records will not be made available to any agency except pursuant to such process, order, or subpoena, as may be authorized under the authority of, and pursuant to, federal, provincial or local law relating to civil, criminal, or administrative discovery procedures or legislative investigatory power.
- Once borrowed items are returned, the Library no longer keeps a record unless the borrower requests this service.
- Library staff, board members, and volunteers will not disclose a patron’s personal information to a third party without the individual’s consent (including but not limited to: presence in the Library and borrowing habits), except:
 - in response to a court order (e.g. subpoena, search warrant) or another specific written request from a law enforcement agency to assist in an investigation. Note that library representatives are only required to disclose personal information to law enforcement officers upon presentation of a written court order. They are not required to comply with other written requests.
 - in partnership with other Alberta libraries and library systems for the purposes of sharing materials under conditions defined in existing resource sharing agreements and programs (e.g. interlibrary loan agreements, TAL Card, ME Libraries), collecting fees or fines, and retrieving borrowed materials.
 - for the purpose of contacting next of kin or emergency response personnel in the case of an emergency.
- Electronic messaging sent by the Library adheres to Canadian Anti-Spam Legislation (CASL), and is sent to existing cardholders. Electronic messaging includes an option for customers to opt-out of further communications.
- The Library collects non-identifying information from users of our public WiFi. This information includes the type of device used for access and the date and time of visit. The information is used for statistical reporting purposes. The Library does not combine the collected information with other information or services to determine patrons’ identities.