

## Public Privacy Statement

Wimmera Regional Library recognises the importance of protecting the personal information that it holds. When collecting and managing personal information Wimmera Regional Library does not make any information about our members available to a commercial third-party agency.

Wimmera Regional Library will abide by the Information Privacy Principles contained in the Victorian *Privacy and Data Collection Act 2014*, which deals with personal records and their protection.

Wimmera Regional Library has to keep records of members in order to provide a service to our library members.

Unless specifically told, the Wimmera Regional Library's website will never know who you are.

### **Maintaining Accurate Records**

Wimmera Regional Library will take reasonable steps to make sure that personal information collected, used or disclosed about library members is accurate, complete and up-to-date.

Please notify your local library about any changes of name, address, phone number or email address to help us maintain accurate records.

### **Unpaid bills**

Wimmera Regional Library does keep records of unpaid bills on our systems.

Computer systems are protected by various means to ensure that personal records are not accessed by unauthorised persons.

### **Active Records**

Membership records are active for three years. If a Library card is not used for a period of three years, the membership automatically lapses. However, this does not occur if there are outstanding bills listed on the records.

Wimmera Regional Library does use membership details to gather statistical data, which helps to plan for future changes to the library services provided. This data is not identifiable by names or addresses of individuals.

Wimmera Regional Library will not use or disclose library member's personal information unless the library has been given consent by the library member, except when required under legislation or a court order.

Library members are entitled to see their computer records at any time, on production of suitable identification or assigned Library card.

### **Personal Library Record**

When joining a Wimmera Regional Library, personal identification is required for completing a membership application. This information is entered into the Library membership database by Library staff.

Personal library records may not be accessed by anyone other than Library staff, and then only for the purpose of carrying out Library transactions or activities. Records include:

- Name and address;
- Telephone number(s);
- Postal address, where required;
- Date of birth; and
- In the case of library members under the age of 18, appropriate parent or guardian details.

It also includes details of:

- Any Library items on loan;
- Outstanding bills for lost or damaged Library items; and
- Any holds placed on Library items.

### **Data Transmission**

Unfortunately, no data transmission over the Internet can be guaranteed to be 100% secure. Whilst Wimmera Regional Library strives to protect library members personal information from misuse, loss and unauthorised access, there is no guarantee the security of any information you transmit to Wimmera Regional Library or receive from Wimmera Regional Library's online products or services. These activities are conducted at your own risk. Once Wimmera Regional Library receives your transmission, the best effort is used to ensure its security.

### **Use of Electronic Forms**

There are various forms on Wimmera Regional Library's website that can be used to communicate with Wimmera Regional Library, these include:

Feedback forms – for the purpose of feedback on library staff, services or other topics relevant to Wimmera Regional Library.

Online registration form – for the purposes of creating a library membership.

Any other form that may be placed on the website from time to time.

Personal information collected through the use of an online form will only:

- Be collected by lawful and fair means;
- Be used for a lawful purpose;
- Be collected with consent; and
- The purpose for collection should be clear and explicit.

If there are any doubts about using the website for sending comments or requests, please contact Wimmera Regional Library Corporation by phone or speak to library staff at a library branch.

### **What Else You Should Know About Privacy**

If using a public computer or a public space such as an Internet café, remember to close the browser when finished sending information. This is to ensure that others cannot access personal information and correspondence. You as an individual are responsible for the security of and access to your own computer.

Be aware that voluntarily disclosing personal information over the Internet through social networking site, discussion forums or chat sites that this information can be collected and used by others.

When using a library public computer all browsing activities are deleted at the end of each session. No attempt will be made to identify users or their browsing activities except in the unlikely event of an investigation, where a law enforcement agency may exercise a warrant to inspect.

### **Contacting Us**

If you have any further questions about your privacy when using our website, please contact us.

### **Further Information**

For further information, please refer to the Office of the Victorian Information Commissioner's website.