

## Privacy Policy

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1. Privacy is important to the Same Page member libraries and to you. Member libraries are committed to handling your personal information with care. You have a right to privacy and confidentiality regarding your personal information and your use of library resources. We collect, use, and protect your personal information under the authority of *The Freedom of Information and Protection of Privacy Act* ([FOIPOP](#)) and [The Libraries Act](#). In addition to this privacy policy, Same Page member libraries may have local policies in place to address services they offer.
2. Personal information is any piece of information that relates to an identifiable individual, including, but not limited to, name, email address, home or business address, phone number, month/year of birth, library transactions (materials requested or borrowed, fines or fees accrued, paid, or waived, etc.), or library barcode number. For a complete definition of personal information, see [FOIPOP](#) section 3(1)(i).
3. Same Page member libraries collect some types of personal information in order to provide, manage, and assess Same Page services, such as collections, notifications, websites and mobile apps. We don't sell, rent, or loan personal information. Same Page does not share or divulge personal information without permission, with the following exceptions:
  - a. in response to a subpoena, court order or a specific written request from a law enforcement agency to assist in an investigation or as required by law,
  - b. there are reasonable grounds to believe that the disclosure will avert or minimize an imminent danger to the health or safety of any person,
  - c. to a law enforcement agency, to an organization providing services to a minor, or to another public body in the best interests of the minor,
  - d. in keeping with member libraries' established procedures for recovering Library property, unpaid fees other charges,
  - e. to respect the rights of parents, guardians, or caregivers respecting juvenile, special circumstance, or outreach borrowers,
  - f. to an authorized third-party contracted to provide technology services on behalf of Same Page member libraries.

4. You are under no obligation to provide your personal information to us. However, choosing not to provide certain information may make you ineligible for some services.
5. Same Page member libraries will make all reasonable efforts to:
  - a. minimize the amount of personal information collected and stored,
  - b. render it anonymous where feasible,
  - c. retain it for the minimum time necessary,
  - d. protect it from unauthorized access, use, or disclosure, and
  - e. destroy it securely when no longer needed.
6. You have a right to access your personal information at any time without charge and to correct any inaccuracies in that information. Same Page member libraries are committed to ensuring that your personal information is as complete, accurate, and up to date as possible. If you no longer wish to be a public library user, you may request that your information be deleted as long as your account is in good financial standing.
7. Personal information is stored primarily in Canada; from time to time, personal information may be temporarily uploaded to servers outside the country. Some Same Page services are delivered via third parties located in the United States. These third parties have a contract with Same Page that requires them to use your information solely for delivering library services to you.
8. Some library services are provided by third parties (e.g. BiblioCommons, Libby/OverDrive) which may request or require personal information for registration. You are under no obligation to provide this information, however not doing so may make you ineligible to use the service. Any personal information you choose to provide falls under the privacy policy of the third-party service provider.
9. Personal information relating to a library user may only be accessed or used when required by library employees working within the scope of their duties.