



Casey
Cardinia
Libraries

PRIVACY POLICY



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1 PURPOSE

1.1 The purpose of this Policy is to:

- ensure consistency and management of Casey Cardinia Libraries (CCL) membership details and privacy,
- demonstrate CCL accountability around privacy
- support best practice in the privacy of community members details.

Values

Creativity

- Thinking of new ways to do things is crucial to our success
- We challenge the status quo, if we believe a better way is possible
- We cultivate creativity in others

Fairness

- We treat people fairly and recognise them as individuals
- We do not let our personal feelings bias our decisions about others
- We actively support social inclusion and connection
- We are accountable for our behaviour

Humour

- Our humour enables us to express how we feel.
- We like to laugh, bringing smiles to other people
- We use humour to build connections and create a positive experience for everyone

Love of Learning

- We love learning about new things.
- We believe there is always an opportunity to learn
- We learn from each other

Social Intelligence

- We are mindful of people's feelings

- We know what to do to put others at ease
- We are kind, compassionate and look for the best in each other

Teamwork

- When we all contribute, we excel
- We look out for each other
- We play to each other's strengths
- We work with our community

2 SCOPE

- 2.1 Casey Cardinia Libraries has to keep records of its members and their loan transactions in order to provide a service to our customers. There are State and Federal Acts of Parliament that have an impact on the data held by the Library Service and the way in which it is stored and handled.
- 2.2 CCL endorses the principles of the Federal Government's 'National Principles for the Fair Handling of Personal Information'.
- 2.3 CCL also complies with the Victorian State Government Privacy and Data Protection Act 2014. This Act provides a regime for the responsible collection and handling of personal information in the Victorian public sector. It also incorporates a set of principles for handling personal information.

3 POLICY STATEMENT

The following principles apply to all aspects of CCL privacy and membership details collection.

3.1 Privacy

Personal Information Collection

When a community member joins the library in person, they are asked to show current identification. In the case of a minor, a person with responsibility for the minor and willing to sign as guarantor, provides the information. The information provided is entered into the library membership database by Library staff. No identification is required for an online membership but will be required if the member then presents at the library to borrow.

- A member's personal record may not be accessed by anyone other than Library staff, and then only for the purpose of carrying out Library transactions or related activities.
- CCL does not release personal information to external bodies or individuals except when required under legislation or a court order, unless required for library business.
- If library staff are asked for a library patron's personal details, other than the membership holder or guarantor, by an individual or under legislation or a court order, the staff member must immediately refer it to the Chief Executive Officer or a member of the Executive Team.
- CCL computer systems are protected by various means to ensure that personal records are not made available to unauthorised persons.

Information Collected

A library membership record includes name and address, telephone number(s), email address(es), postal address where required, and date of birth and appropriate parent or guardian details in the case of child members. It also includes details of any Library items that the member may have on loan, details of currently outstanding charges or lost/damaged book

accounts, previously paid accounts for charges or lost/damaged items, and details of any holds they may have placed.

The Library also utilises third party services, which will contain records of use of online resources and online services including events bookings, online resources access, PC bookings, printing and Wi-Fi access. All third-party service providers are bound by these same privacy rules.

Library members have a responsibility to make every effort to keep their membership information up to date. It is important for any change of name, address, email, or phone number brought to our attention to be recorded on the appropriate membership record, as soon as practicable.

- CCL has a responsibility to ensure that records are updated whenever a member provides new information.
- CCL maintains a track of Library items a member has borrowed in the past. These records are kept for approximately 36 months. CCLC does not provide information on individual borrowing habits to anyone except where required under legislation or by court order.
- If information is required to be provided by legislation or court order, a record of that disclosure must be kept, by the Chief Executive Officer.

Unique Identifiers

CCL assigns a unique identifier to each Library member for the purpose of conducting the business of the Library Corporation. This identifier consists of a unique barcode number.

CCL does not release this unique identifier to external bodies or individuals unless required under legislation or a court order.

Access

- A library member is entitled to see their membership record at any time, on production of their Library card or suitable identification. A parent or guardian is entitled to see the record of a minor for whom they have signed as guarantor.
- For information regarding interaction with third party services provided by the library, the member must submit a request to the CEO in writing.
- Library staff may only access member records for the purposes of carrying out their work.
- Library staff may not release information on a member's account or library use unless authorised by the CEO or Senior Manager. This includes requests from Council staff, By-Laws Officers or Police.

Outstanding Debts

Each Library membership record lists unpaid bills or charges. This information consists of details of the outstanding items or dollar amounts. Once items are returned and any charges paid, these charges are removed from the record, but a history of the charges is retained.

Retention of Member Information

Membership records are valid for three years. If any Library card is not used for a period of three years, then the membership automatically lapses. This does not occur if there are outstanding debts (charges, bills or items) listed on the record. Inactive records are regularly purged on a monthly basis.

Statistical Information

CCL does use some membership information for our own statistical purposes. This allows us to plan for improving or extending Library services, and to meet changes in demand for services.

- We do not identify individuals by name or address when compiling this statistical information.

Awareness of Information Collection

CCL has a document that clearly states the above policies on the management of information collection that is available to Library members, on request

Privacy of Staff Records and Information

The privacy policy also applies to the collection of, and access to, records and information relating to library staff.

Information collected on library staff members is collected solely for their employment and is used to ensure that the Library complies with relevant legislation that applies to employers, as well as ensuring the proper and effective operation of the CCL with respect to its employees.

An employee may request to see their staff records at any time, by contacting the Operations Manager.

CCL will abide by the principles embodied in the Privacy and Data Protection Act 2014 when handling, recording or providing access to employees records.

The following additional documents relate to employee privacy and information collection:

- Employee Health – Collection Statement
- Collection Statement – Recruitment
- Referee Authority

4 RESPONSIBILITIES

Compliance, monitoring and review

Reporting

- 4.1 If information is required to be provided by legislation or court order, a record of that disclosure must be kept, by the Chief Executive Officer
- 4.2 No additional reporting is required.

Review

This policy is to be reviewed annually, or as required due to any changes in the handling and storage of personal information by the Library Service.

5 DEFINITIONS

- 5.1 Terms not defined in this document may be in the CCL [glossary](#).

6 RELATED LEGISLATION AND DOCUMENTS

Other Related Documentation

[Australian Privacy Principles from the Act](#)

Federal Government's 'National Principles for the Fair Handling of Personal Information'.

[Privacy Act 1988](#)

[Victorian State Government Privacy and Data Protection Act 2014](#)

7 FEEDBACK

- 7.1 CCL staff and members may provide feedback about this document by emailing governance@cclc.vic.gov.au.

8 APPROVAL AND REVIEW DETAILS

| Approval and Review | Details |
|--|--------------------------------------|
| Approval Authority | General Manager, Customer Experience |
| Advisory Committee to Approval Authority | General Manager, Customer Experience |
| Administrator | Executive Assistant |
| Next Review Date | October 2022 |

| Approval and Amendment History | Details |
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| Notes | This document replaces and combines 1.07 Privacy Policy and 6.12 Privacy of Records and Membership Details. |