

Policy Adopted by Board February 2023	
Policy Name	YPRL Privacy Policy
Version Number	4.0
Policy Date	February 2023
Date to be reviewed	February 2025
Responsibility	Executive Manager Public Participation Executive Manager Technology & Assets
Related Policies and Procedures	CCTV Standard Operating Procedures YPRL Debt Recovery Policy Freedom of Information Statement YPRL Internet Access Policy Operations Manual ICT & Digital Strategic Plan 2021-2025

Policy Statement

Yarra Plenty Regional Library (YPRL) is committed to the responsible management of personal information, including through our compliance with the Australian Privacy Principles (APPs). The YPRL Privacy Policy reflects both legal privacy requirements, as well as our Values and Principles in managing personal information in an open and transparent way and complying with APPs in the way we collect, hold, use and disclose personal information.

Purpose

This policy sets out how YPRL complies with the Australian Privacy Principles (APPs) contained in the Schedule 1 to the Privacy Act 1988 (Cth) (the Privacy Act). YPRL adheres to its obligations under the Victorian *Privacy and Data Protection Act (2014)* and *Health Records Act 2001*. All employees, volunteers and contractors working with YPRL are required to comply with the Corporation's Privacy Policy.

Scope

The Policy applies to:

- YPRL employees, contractors and volunteers
- YPRL patrons

Policy

Collection of personal information

In accordance with the *Privacy and Data Protection Act (2014) (Vic)*, YPRL collects only information which is required to carry out its business and for the purpose of performing statutory functions. Personal information is handled in a way that is transparent to the individual concerned.

YPRL will only assign a unique identifier to individuals where it is necessary to carry out its functions and services efficiently, for example, a membership number or payroll number.

All user information is kept on a secure computer system. User records are accessible to library staff, certain library contractors on a need-to-know basis and the user only. All paper-based information relating to users is disposed of via security bins or shredded when no longer required.

Collection of health information

Any health information held by YPRL will be managed in accordance with the requirements of the Health Records Act 2001 (Vic).

Use and disclosure of personal information

YPRL will only use or disclose personal information for the purpose for which it has been collected or for a purpose that an individual would reasonably expect to be associated with library services and functions.

Where members have provided an email address they may receive electronic newsletters about library materials, activities and events, unless the member opts out.

YPRL does not disclose any personal information collected unless authorised by law, or with reasonable consent. Should information be disclosed, such disclosures are kept in writing by the CEO.

YPRL uses electronic resources and systems provided by third party providers. Each of these providers' privacy statements have been assessed and comply with YPRL's privacy policy.

On occasion, it is necessary to pass information onto debt recovery agencies in order to assist in the collection of long overdue items. Any agency used must comply with Federal and State Privacy Principles and must not use this information for any other purpose. Users are informed before any information is passed to a recovery agency.

Data quality

YPRL endeavours to ensure that the personal information it collects is accurate, complete and up to date. Members can update their details at any time by contacting their local library branch or by accessing their account online.

A library membership record includes name and address, telephone number(s) and or email address, postal address where required, 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 fines or lost/damaged book accounts and details of any reservations.

YPRL takes steps to ensure that information is kept securely, and that adequate controls are in place to protect personal information from misuse, loss, unauthorised access, modification or disclosure. YPRL lawfully and responsibly destroys or permanently de-identifies personal information when it is no longer needed and is compliant with relevant regulations.

Data security

YPRL takes reasonable steps to protect personal information it holds from any misuse or loss, unauthorised access, modification or disclosure. YPRL will take reasonable steps to destroy or deidentify personal information if it is no longer required. YPRL computer systems are protected by various means to ensure that personal information is not made available to unauthorised persons. YPRL has policies and physical safeguards in place to ensure the security of personal information as well as backup and recovery systems to prevent the loss of personal information.

Cookies

Like many sites, YPRL's website may use cookies from time to time

Cookies are small data files that a website is able to place on a user's hard drive to record aspects of that user's experience of the website. For example, we may use cookies to record that a user visited a particular section of the website, that their browsing software was a particular version or to ensure that online applications and transactions do not require you to re-input information when moving between web pages. In this way, cookies can improve the operation of the website, and make the experience more efficient, more enjoyable or more personalised. Importantly, in depositing information on a user's computer and referring to it later in the same session (sessional) or on a subsequent visit (persistent), cookies do not need to identify the user or record any personal information.

The default settings of browsers like Chrome, Firefox, Internet Explorer and Safari may allow some or all cookies, but users can easily take steps to erase cookies from their hard-drive, block all cookies, or receive a warning before a cookie is stored. However, some parts of sites may not function fully for users that disallow cookies.

Website and Data Collection

Pages on the site may be coded with Google Analytics software. This is transparent to the user, as the software makes use of JavaScript code in the source HTML of the web page. This JavaScript stores a first-party cookie in your browser, which contains a unique identifier, and sends information to Google Analytics. This enables Google Analytics to track the number of unique visitors to the site. In no way does this unique identifier identify a user personally. We do not and will not marry any data collected by Google Analytics with any personal information.

While you can browse the YPRL website anonymously, without disclosing your personal information, we may not be able to provide the full range of services through the website if YPRL is not provided with your personal information.

Linking to other sites and third parties

The YPRL website, at times, provides links to other sites as a such as council or community websites. YPRL is not responsible for the content or privacy practices of those sites and recommends that you refer to their respective privacy statements.

Users should note that once they sign up to a third-party platform, their personal information is managed under that organisation's privacy statement or policy.

Requesting information

Individuals whose personal information is held by YPRL have a right to access and correct that information. Requests can be made informally via the YPRL CEO email at ceo@ypri.vic.gov.au. More complex requests are dealt with via YPRL's Freedom of Information Statement.

Complaint Procedures

If any persons feel aggrieved by the Corporation's handling of personal information about themselves, they may make a complaint in writing to the Chief Executive Officer either via email ceo@ypri.vic.gov.au or in writing to **Bag 65, Bundoora, VIC 3083**. Alternatively, any person may make a complaint to the Commissioner for Privacy and Data Protection.

[END OF YPRL PRIVACY POLICY]