

Information Privacy

POLICY

To be read in conjunction with the ((C'wealth) and (State)) Information Privacy Act 2000.

The Geelong Regional Library Corporation (GRLC) respects the privacy of its members and is committed to ensuring the continued protection and confidentiality of personal information. GRLC's collection and maintenance of personal information complies in full with the provisions of the Information Privacy Act 2000.

GUIDELINES

Personal information is legally defined as information or an opinion (including information or an opinion forming part of a database), that is recorded in any form and whether true or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion; ie. any information that is recorded on a personal file.

Information Privacy Principles

1. Collection

GRLC collects personal information for the purposes of maintaining a membership database to enable the provision of an efficient and effective public library service.

Upon applying for membership of GRLC, individuals* are requested to complete a Membership Application form noting:

- Name
- Address
- Telephone Number
- Date of Birth (optional for members over the age of 18 years)

* In the case of persons under the age of 18, a parent or guardian is required to sign their consent and provide their name and address.

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2. Use and Disclosure

GRLC uses the information provided to maintain the membership database to perform circulation functions (including loans, reservations, notifications and bookings). It may be used to compile statistical information, however, any statistical information produced is of a general nature and does not identify individuals.

GRLC does not disclose personal information to external agencies or individuals unless required for the purpose of carrying out business on behalf of the Corporation, such as a debt collection agency, legislation or a court order.

3. Data Quality

GRLC will make every effort to ensure the information contained in the database is accurate and will update personal information when informed of any required alterations. Proof of identity of the member and verification of the alteration(s) may be required.

To maintain an accurate database, the Library Management System is set to regularly prompt membership details checks. Staff will check with the member to authenticate personal contact details. Alterations will be made as required.

4. Data Security

Only GRLC staff have access to the membership database. Access is used for library purposes only.

GRLC deletes from the membership database, any memberships which have been deemed inactive in that the membership has not been used for 3 years and has no monies owing. All personal information contained on the membership record is deleted and can not be retrieved.

All hardcopy membership applications are stored in a secure staff only access area. Hardcopy membership applications are destroyed after a period of 3 years by use of secure document destruction methods.

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A Privacy Information Statement is displayed at each customer service point. Members have access to the Information Privacy Policy at each service point and through the GRLC website: www.geelonglibraries.vic.gov.au.

6. Access and Correction

Subject to the conditions of the Information Privacy Act 2000, GRLC will provide upon request by a member, access to the member's record as listed on the membership database. Proof of identity will be required with any request. The request may be required to be in writing.

GRLC will correct any information established as being incorrect.

7. Unique Identifiers

GRLC will assign each member a unique membership number. This number activates the membership record when entered into the Library Management System.

The membership number is one element of the membership database record.

8. Anonymity

GRLC requires members to produce their membership card each time they wish to make use of their membership.

GRLC requires members to quote their name and telephone number when requiring use of their membership via telephone (excl automated telephone renewal service).

9. Transborder Data Flows

GRLC will not transfer data unless required to do so under a court order or legislation.

10. Sensitive Information

GRLC does not collect sensitive information (racial, ethnic, political, religious, philosophical, professional, sexual, financial, marital or criminal information or opinion that is also personal information) about members or customers.

See also: Information Privacy Act 2000
Geelong Regional Library Corporation Privacy Statement

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