

ONLINE PRIVACY AND ACCESS TO INFORMATION STATEMENT

Online Privacy

Our Policy

The Stormont, Dundas and Glengarry County Library Board will make information about the Library available to the public, and will protect the privacy of all personal information in its custody in keeping with the access and privacy provisions of MFIPPA – Municipal Freedom of Information and Protection of Privacy Act and other applicable legislation.

Our Commitment

When you visit the Stormont, Dundas and Glengarry County Library website, your personal information will not be collected unless you choose to use and receive online products and services that require it. Your personal information will then only be used to provide you with Library services and programs, that you select, and for no other purpose. In addition, the Library does not monitor or track what websites you visit when using library computers.

Logging Practices

All Web servers automatically record Internet Protocol (IP) addresses of visitors to their sites. The IP address is a unique number assigned to every computer on the Internet.

As well as recording the IP addresses of users, the Library's web server also keeps track of sites that users visited immediately prior to the Stormont, Dundas and Glengarry County Library's website and the search terms they used to find it. The web server keeps track of the pages visited on the Stormont, Dundas and Glengarry County Library's website, the amount of time spent on those pages and the type of searches done on them. Your searches remain confidential and anonymous. The Library only uses this information for statistical purposes, to find out which pages users find most useful and to improve the website.

Cookies

Cookies are electronic placeholders that are placed on your computer by websites to track your individual movements through that website over time. Cookies used by the Library are session based and therefore only last for the duration of the user's session. They are used by the Stormont, Dundas and Glengarry County Library website to keep track of user sessions in order to balance the usage of the Stormont, Dundas and Glengarry County Library's website on Library web servers. They are not tied to a specific identity – no identifiable personal information about you is stored by them.

Occasionally, Stormont, Dundas and Glengarry County Library will make use of persistent cookies. This type of cookie remains on your hard-drive and provides information about the session you are in and waits for the next time you use that site again (and in this situation, the SD&G Library website). This provides useful information to the Library allowing it to recognize repeat users, facilitate the user's access to and use of the site, and allows a site to track usage behaviour that allows the Library to make content improvements. Such cookies are only used for this purpose and are NOT used to identify users or track their usage of other sites.

If you do not want a cookie placed on your computer as a result of using the SD&G Library website, you can disable cookies altogether by modifying your preferences section of your web browser. Note that if you do so, some aspects of the website may be unavailable to you. If you wish to be informed of their appearance, you may turn on a warning prompt by modifying the cookie warning section also located in the preferences section of your web browser.

External Links Disclaimer

Some of the Stormont, Dundas and Glengarry County Library's websites link to other sites created and maintained by other public and/or private sector organisations. The Library provides these links solely for your information and convenience. When you link to an outside website, you are leaving the Stormont, Dundas and Glengarry County Library website and the Library's information management policies no longer apply. The Library encourages you to read the privacy statement of each and every website that you visit before you provide any personal information.

Electronic Communication

If you choose to contact Library staff using an e-mail address (e.g., Contact Us), library blog, or other electronic communication method, or if you choose to complete an online form provided on the Stormont, Dundas and Glengarry County Library website you may be asked to provide your name, e-mail address or other personal information.

You will be provided with a notice of collection statement which includes the Library's legal authority for the collection, the principal purpose(s) for which the personal information is intended to be used, and the title, business address and business telephone number of a Library officer or employee who can answer questions about the collection.

The purpose of collecting this information is to allow staff to respond to your enquiry or to evaluate individual web services. Only authorized staff will have access to the information provided and the information will only be used for the purpose it was intended.

Completed surveys are sent to staff anonymously. We will only ask you to provide us with a method of contacting you (e-mail, phone, fax or mailing address) if you wish to be included in future surveys or wish to have us respond to you.

More Information

The Stormont, Dundas and Glengarry County Library website and all its gateways are governed by the policies and principles outlined above. For more information relating to your privacy and the Stormont, Dundas and Glengarry County Library's electronic services contact:

Director of Library Services
SD&G County Library
26 Pitt Street
Cornwall, ON
K6J 3P2

Phone: 613-936-8777

Fax: 613-936-2532

Access to Information

General Information

General information on the operations of the Stormont, Dundas and Glengarry County Library (the Library) is available on the Stormont, Dundas and Glengarry County Library's website and can be accessed free of charge. General information on the Stormont, Dundas and Glengarry County Library's website includes the following:

- Stormont, Dundas and Glengarry County Library's Annual Report
- Stormont, Dundas and Glengarry County Library Board meeting minutes
- Stormont, Dundas and Glengarry County Library Board meeting agendas
- Various Stormont, Dundas and Glengarry County Library policies
- Information related to using Library services
- Locations and hours of operation of library branches
- Information related to Collections Development, Fees and Charges
- Employment opportunities at Stormont, Dundas and Glengarry County Library

Personal Information

Your personal information relating to material that you have out on loan, is available online should you wish to access it. All you need is your Library card barcode and your Personal Identification Number (PIN). Your PIN is a security code that allows the Library to verify that a request to access your account is authorized by you. Once your information is verified, you can access your personal information relating to material you have out on loan on the Stormont, Dundas and Glengarry County Library website. If you require help with this a staff member will gladly assist you, or you can check the SD&G Library website for instructions.

How to Make a Formal Access Request

In addition to the information that is available on the Stormont, Dundas and Glengarry County Library website, you have the right to access information about Library operations and other personal information the Library holds about you, all subject to the exemptions as contained in MFIPPA. All you need to do is ask; the Library will be happy to assist you. Your identity will need to be confirmed before you are provided with access to personal information. Generally, the Library does not charge for providing information, but if the request requires significant

staff time, the Library reserves the right to charge a fee for such requests as outlined in MFIPPA's Regulations.

The Library asks that you put your request in writing. An Access Request Form is available both on the Stormont, Dundas and Glengarry County Library website and in all branches for you to fill out. If you choose to write a letter rather than fill out a form please include the following:

- Your full mailing address
- Day telephone number
- Names of specific files or types of records to which you request access including specific dates of those records where possible. Please provide as much detail as possible.

All formal access requests will be directed to the Director of Library Services who will then review each request to determine if the Library will disclose the requested information. The Director of Library Services, will also receive and address all privacy complaints the Library receives. The Director of Library Services can be reached at:

Director of Library Services
SD&G County Library
26 Pitt Street
Cornwall, ON
K6J 3P2

Phone: 613-936-8777
Fax: 613-936-2532

You will be notified if access is granted or denied to the records you have requested and which exemptions apply.

Right to Appeal an Access Decision

Requesters of information can appeal the Library's decision about access to the Ontario Information and Privacy Commissioner (IPC). In order to make an appeal, you must complete an Appeal Form or write a letter to the IPC's Registrar within 30 days of receiving the Library's decision. The correspondence must include a description of the circumstances of your case, a copy of the Library's decision, and, if available, a copy of your original access request to the Library. You will also have to include the appropriate fee as required by the IPC. Once your appeal request has been processed, the IPC will send you a written confirmation, explaining whether your appeal will be:

- Handled through an informal mediation;

- Handled through a formal inquiry by an Adjudicator; or
- Dismissed

How to Correct Your Personal Information Held by the Library

If you believe there is a mistake in your personal information, you have a right to ask for it to be corrected. We may ask you to provide documentation to show where the Library's files are incorrect. MFIPPA provides you with the right to request correction of your personal information held by the Library if you believe there is an error or omission. You are entitled to attach a statement of disagreement to the information reflecting any correction you requested but was not made by the Library. The Library will notify any person or organisation to which your personal information was disclosed within the year before you requested correction and advise them about the correction or statement of disagreement.