A. Commitment to Privacy

The Sault College Library protects the privacy of those who use our resources, services, and facility. We strive to provide you with excellent customer service, which includes treating your personal information with the utmost respect. Every staff member of the Sault College Library handling your personal information is responsible to ensure compliance to this commitment.

Library staff shall are responsible to protect registration information about borrowers, their requests for information and materials, and their loan transactions. We will not provide any information regarding a patron's library account to ANY other person with the following exceptions: 1) the patron has provided express consent to release that information or 2) the information is required by another College employee on a needs to know basis only. Release of this information will be carried out in such a manner as to protect the confidentiality and privacy of the information.

B. Privacy of Patron Records

A library registration record that contains the borrower's name, address, and other identifying information is created for every Sault College student, College employee, and registered borrower. This information is used only for library circulation and statistical purposes. The library's circulation function temporarily links a patron with the library materials he or she has checked out. Unless fines or other exceptions occur, this link is permanently severed when materials are returned. We do not maintain a record of items that you have previously borrowed.

While an item is checked out to a borrower, the library maintains the following information:

- Details about the item borrowed including the author, title, call number, and barcode number.
- The date charged, loan period, and the date due.
- The number of renewals and the date of the last renewal.
- Any applicable fines (if overdue)
With the exception of the two circumstances listed under the “Commitment to Privacy” section of this policy, library staff will NOT disclose the following:

- The name of a patron who has a particular item checked out.
- The titles that are checked out to a particular patron.
- Personal information of any patron (address, phone number, email, etc).
- Information about a borrower’s transactions or amounts owing (unless borrower has provided express consent to provide this information to another person)
- Identify a patron who has checked out a particular item or describe them in any other way.

C. Relationship to 10 Principles of Privacy (Canadian Standards Association)

Our Privacy Policy reflects our compliance with fair information practices, applicable laws and standards of practice.

1. Accountability

We take our commitment to securing your privacy very seriously. Every Sault College Student Library employee is responsible for the personal information under his/her control. Library employees are informed about the importance of privacy and receive periodic updates about our Privacy Policy and related issues.

2. Identifying Purposes: Why We Collect Information

We collect information to establish a patron record in our computer system that enables you to borrow materials and access online resources remotely, and allows us to compile anonymous statistical information. We will limit the information we collect to what we need for those purposes, and we will use it only for those purposes.

3. Consent

You have the right to determine how your personal information is used and disclosed. With respect to information contained in your library account, your consent is implied as a result of the transactions you complete. Your consent will be required, sometimes in written format, if you would like us to share your information with another individual outside the circumstances stated in the Section A of this document.

4. Limiting Collection

We collect information by fair and lawful means, and collect only that information which is necessary for purposes related to the provision of your information & borrowing needs.
5. **Limiting Use, Disclosure and Retention**

The information we request from you is used for the purposes defined. We will seek your consent before using the information for purposes beyond the scope described in Section A of this document.

We will retain your information only for the time it is required for the purposes we describe and once your personal information is no longer required, it will be destroyed.

6. **Accuracy**

We endeavour to ensure that all decisions involving your personal information are based upon accurate and timely information. While we will do our best to base our decisions on accurate information, we rely on you to disclose all material information and to inform us of any relevant changes.

7. **Safeguards: Protecting Your Information**

We protect your information with appropriate safeguards and security measures. The Sault College Student Library maintains personal information in a combination of paper and electronic files. Recent paper records concerning individuals' personal information are stored in files kept onsite.

Access to personal information will be authorized only for the employees associated with the Sault College Library and to those otherwise authorized by law or described in Section A of this document.

Our computer systems are password-secured and designed so that only authorized individuals can access secure systems and databases. If you send us an e-mail message that includes personal information, such as your name included in the “address”, we will use that information to respond to your inquiry. Please remember that e-mail is not necessarily secure against interception. If your communication is very sensitive, you should not send it electronically unless the e-mail is encrypted or your browser indicates that the access is secure.

8. **Openness: Keeping You Informed**

The Sault College Library has prepared this plain-language Privacy Policy to keep you informed.

If you have any additional questions or concerns about privacy, we invite you to contact us (contact information in Section 10 below).
9. Access and Correction

With limited exceptions, we will give you access to the information we retain about you within a reasonable time, upon presentation of a written request and photo identification.

We may charge you a fee for this service and, if so, we will give you notice in advance of processing your request.

If you find errors of fact in your personal information, please notify us as soon as possible in writing and we will make the appropriate corrections.

If we deny your request for access to your personal information, we will advise you in writing of the reason for the refusal and you may then appeal our decision.

10. Appeals & Contact Information

We encourage you to contact us with any questions or concerns you might have about your privacy or our Privacy Policy. We will investigate and respond to your concerns about any aspect of our handling of your information. In most cases, an issue is resolved by bringing it to our attention and discussing it. You can reach us at:

Mail: Sault College Library, 443 Northern Avenue, Sault Ste. Marie, ON P6A 5L3
Phone: 705-759-2554 x2711
Fax: 705-759-9857
Email: library@saultcollege.ca
Web: www.saultcollege.ca

If, after contacting us, you feel that your concerns have not been addressed to your satisfaction, please contact the Director of Student Services by telephone at 705-759-2554 x2307 or by fax at 705-759-9857.

Any changes to our Privacy Policy shall be acknowledged in the Privacy Policy in a timely manner.

Last modified on December 12, 2006