

# South Australian Public Library Network (SAPLN) Privacy Statement

This statement sets out SAPLN's policy relating to your personal information.

If you are viewing this information on SAPLN's [website](#), the website is operated in compliance with the [South Australian Government's Information Privacy Principles](#).

If you were directed to this page from another website, this statement does not apply to any content or function on the other site.

## 1. Privacy General

The South Australian Public Library Network (SAPLN) consists of more than 130 State and local government public libraries, working collaboratively to provide a service to all South Australians. SAPLN operates under a Memorandum of Agreement between state and local government. This agreement provides the framework within which both parties contribute to ensuring that all South Australians have access to modern, free public library services.

Public Library Services (PLS) is an administrative unit of the Libraries Board of SA and manages the SAPLN database on behalf of the Local Government Association.

SAPLN must keep records of members in order to provide a service to you, the customer. This policy tells you what records SAPLN keeps, why we keep them and how this information is protected. It also explains how you can obtain more information about your own record.

SAPLN is not an organisation covered by the [Privacy Act 1998 \(Cth\)](#) (Privacy Act). However, we are committed to ensuring best practice in all respects, including privacy. This policy is therefore compliant with the Australian Privacy Principles in the Privacy Act.

All libraries within the SAPLN are required to comply with Premier and Cabinet Circular 12 - [Information Privacy Principles](#) (IPPS) Instruction. The IPPS governs the manner in which personal information is collected, stored, accessed, used and disclosed.

In addition, State Government employees, including employees of PLS, the Libraries Board of SA and the Department for Education are bound by the [Code of Ethics](#) (Code) for the South Australian Public Sector (the Code).

The Code includes specific requirements for State Government employees to observe when handling official information and includes the following statements:

- "Public sector employees will not disclose official information acquired through the course of their employment other than is required by law or where appropriately authorised in the agency concerned."
- Public sector employees will maintain the integrity and security of official information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release information in accordance with relevant legislation, industrial instruments, policy or lawful and reasonable direction."

## 2. Collection of information

The SAPLN website (<https://www.libraries.sa.gov.au/>) (**Website**) and other 3<sup>rd</sup> party systems used in the delivery of library services collect information from users including:

- personal information, such as your name and current address, borrowing history (if opted into), to provide you with equitable access to materials and services
- your email address, if you supply it, for example under the following circumstances:
  - in a message by email
  - in an online form

Where an online form or other 3<sup>rd</sup> party system used in the delivery of services requests personal information from you, such as:

- Feedback forms – for the purpose of feedback on library staff, building, services, website or other relevant topics
- Query forms – for the purpose of asking a question or seeking further information on a topic
- Any other form that may be placed on the Website from time to time
- Guest tickets at kiosks
- Staff web interfaces
- WebPrint/computer and room bookings
- Access to digital content resources (e.g. eBooks, digital magazines)
- Local government customer relationship management (CRM) systems

This information will only:

- Be collected by lawful and fair means
- Be used for a lawful purpose
- Be collected with your consent, and the purpose for collection should be clear and explicit
- Be disclosed to other parties with your consent (except where disclosure is required to enable PLS and the Libraries Board of SA to comply with its contractual obligations with its telecommunications supplier), when required under legislation or a court order, or in accordance with clause 7 of this policy.

Any information of a personal nature that may have been collected via an online form or other 3<sup>rd</sup> party system used in the delivery of services is stored in a secure area. Such information is only forwarded to appropriate staff, so they can answer your question, action your request for service, approve a request made via your email address, or improve the service offering to you.

The Website is operated by SAPLN using commercial web hosting facilities. When visiting the Website, a record of your visit is logged. The following information is recorded for statistical purposes and is used by SAPLN to help improve the site. This information is supplied by your browser:

- Your IP address
- Your operating system (for example Windows, Mac etc.)
- Your top-level domain name (for example .com, .gov, .au, .uk etc.)
- The date and time of the visit to the site
- The pages accessed, and the documents downloaded
- The previous site visited

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- The type of browser used (for example Chrome, Firefox, Internet Explorer etc.).

These statistics tell us how the Website is being used and helps us improve it to make your visit useful and enjoyable. No attempt will be made to identify users or their browsing activities except where disclosure is required to enable PLS and the Libraries Board of South Australia to comply with its contractual obligations with its telecommunications supplier, under legislation or a court order, or in accordance with clause 7 of this policy. This information is analysed annually to determine the site's usage statistics.

Please note that the Website contains links to other websites. When a user has clicked on a link to another site, they leave the Website and are no longer subject to by the privacy conditions in this policy.

No attempt will be made to permanently record the materials or services used by a customer.

### **3. Your personal library record**

When you join SAPLN you are asked to show identification and to complete a membership application. The information you provide is entered in to the SAPLN membership database by staff at the participating library at which you join.

Your SAPLN record may not be accessed by anyone other than PLS staff or staff of a local government (i.e. a council) which is part of the SAPLN network, and then only for the purpose of carrying out library transactions or activities (including communicating with you, investigating breaches of an applicable policy, a code of conduct or the law), or where disclosure is required to enable PLS and the Libraries Board of South Australia to comply with its contractual obligations with its telecommunications supplier, legislation or a court order, or in accordance with clause 7 of this policy.

Your SAPLN record includes your:

- name and email address;
- telephone number(s);
- residential/postal address, where required;
- date of birth;
- parent or guardian details in the case of child (under 18 years) members; and
- for ID verification, one or more of the following:
  - current driver's licence number;
  - proof of ID card number;
  - Medicare number;
  - health care card number;
  - pension card number;
  - passport number; or

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- student ID number/details.

It also includes details of:

- any library items you have on loan;
- paid and outstanding fines or lost/damaged book accounts;
- any holds you have placed within the previous two years; and
- library items previously loaned where you have requested or enabled this to be recorded on the system.

SAPLN does not automatically maintain a record of items you have borrowed in the past (only those currently on loan), except for those members that use our Outreach program or where you have chosen to opt-in to this service. We do not provide information on individual borrowing habits to third parties, except for CRM/email marketing to you or where disclosure is required to enable PLS and the Libraries Board of SA to comply with its contractual obligations with its telecommunications supplier or when required under legislation or a court order. SAPLN does not make any information on our members available to a commercial third party, other than a debt collection agency in accordance with clause 5 of this policy.

### **4. Maintaining accurate records**

Please notify your [local library](#) about any change of name, address, phone number or email address to help us maintain accurate records.

### **5. Unpaid bills or fines**

SAPLN does keep records of paid and unpaid bills or fines on our system.

Where items are not returned to the library, your local library may refer outstanding debts to a debt collection agency. This information consists of your name and address and details of the outstanding items. Once items are returned and any fines paid, the matter is removed from the individual record.

### **6. Active records**

Your membership of SAPLN is valid for a minimum of three years. If a library card is not used for a period of three years, the membership will lapse automatically unless there are outstanding debts (overdue fines or items) listed on the record. If your membership of SAPLN lapses, your local library may contact you.

SAPLN does use membership details to gather statistical data, which helps us plan for future expansion, improvements or changes to the services we provide. We do not identify individuals by name or address when compiling this statistical information.

You are entitled to see your computer record at any time, on production of your library card and other suitable identification.

## 7. Disclosure of your information

We may disclose the personal information, other information or data we collect from you for the purpose specified to you at the time of collection or for another purpose if:

- It would be reasonably expected that we would disclose it for that purpose;
- That purpose is related to the purpose specified to you at the time of collection; or
- You have requested us to take action for you and you expect or may reasonably expect us to contact you regarding your request.

Some correspondence may be used in public reports but will be used in a way that will not identify any person. An example of this would be general comments about the website, or service or information published on the website. Examples might be:

- “I was looking for information on ‘xyz’ on your website and was able to find it quickly and easily”
- “I feel that there should be more access to ‘xyz’ within the area that I live”

If the information was of a specific nature that may identify you, we would contact you and seek your consent before making your correspondence publicly available.

## 8. Disclaimer

No data transmission over the Internet or electronic storage of information can be guaranteed to be 100% secure. While we strive to protect your personal information from misuse, loss and unauthorised access, we cannot guarantee the security of any information you transmit to us, receive from our online products or services, or that we store electronically. These activities are conducted at your own risk.

We recommend that you close your browser when you have finished your user session on the Website. This is to ensure that others cannot access your personal information and correspondence, i.e. if you share a computer or other electronic device with someone else or are using an electronic device in a public place like a library or Internet cafe. You as an individual are responsible for the security of and access to your own electronic devices.

## 9. Cookies

Cookies are pieces of information that a website can transfer to an individual’s computer hard drive for record keeping. The information remains on your computer after the Internet session finishes.

When you visit our Website, we may use cookies to record statistical information about your visit to our site to help us provide the best user experience.

Most Internet browsers are pre-set to accept cookies. If you prefer not to receive cookies, you can adjust your Internet browser to warn you when cookies are being used (see “[How to change your cookie preferences](#)”). If you reject the use of all cookies, or disable the use of the cookies, you will still be able to visit our Website but some of the functions may not work correctly.

## How to change your cookie preferences

You have the right to decide whether to accept or block cookies that we may use on our Website. However, please be aware that if all cookies are blocked (particularly any essential cookies), the functionality of our Website may be impaired.

You can exercise your cookie preferences by adjusting your browser settings. The links below set out information about how to change your browser settings for some of the most commonly used web browsers:

- [Cookie settings in Internet Explorer](#)
- [Cookie settings in Firefox](#)
- [Cookie settings in Chrome](#)
- [Cookie settings in Safari web](#) and [iOS](#)

## 10. Contacting Us

If you have concerns about your privacy as a customer, please contact your [local library](#).

If you have concerns about the SAPLN website privacy, please contact PLS:

- Email: [ContactPLS@sa.gov.au](mailto:ContactPLS@sa.gov.au)
- GPO Box 419 Adelaide SA 5001
- Phone: (08) 7424 6100

## 11. Changes to our Privacy Policy

We reserve the right to alter this policy at any time and without notice. An example of when this might occur would be if we were to add new features to the Website which required registration details from users.

## 12. Further information

For further privacy information, please refer to [The Australian Privacy Commissioner's](#) website.