

# **The State Library of Western Australia**

## **Privacy Policy**

### **Introduction**

SLWA is committed to safeguarding the personal information it may hold at any time in respect to an individual. "Personal Information" for the purposes of this policy, is information about individuals or which may identify an individual.

### **Collection of personal information**

SLWA will not ordinarily collect any information about an individual except where it is provided to us by the individual for the purposes of undertaking library activities.

The type of personal information SLWA collects generally includes: name, address, telephone number and e-mail address. In addition, the system used to record the loan of library materials records past loans and a person's lending history e.g. where materials have been returned overdue or lost. For some services clients may provide us with credit card details. These details are kept secure and only accessed by authorised personnel.

Personal information is normally collected to ensure the security of the collections for activities such as lending services and access to the archival or rare book collections, booking library facilities, buying books or for receiving information about library activities.

This information is provided to us at the point where a person applies to join the library for a specific purpose, or corresponds with us by letter, telephone or e-mail.

Reasonable steps will be taken to ensure that personal information is accurate, complete and up-to-date. An individual may ask to see their personal record to ensure that data is correct, and ask to have incorrect data changed. To contact SLWA about privacy issues please contact the State Librarian.

The security of any data collected is of concern to us and the Library will take reasonable steps to protect personal information from misuse and loss, and from unauthorised access, modification or disclosure. When information is no longer needed, reasonable steps will be taken to destroy or permanently de-identify any personal information.

## **SLWA's websites**

When someone visits a SLWA website, a log record is made of that visit. Each log entry includes the following information:

- the Internet Provider (IP) address of the client,
- the URL requested,
- a timestamp,
- the object size,
- the transaction type, and
- the number of milliseconds that the transfer required.

No attempt will be made to identify individual users or their browsing activities except in the unlikely event of an investigation, where a law enforcement agency may exercise a warrant to inspect the Library's logs.

Some sites use "cookies" to track a particular user's access to a site. Cookies are not used on SLWA's sites to gather personal information about users.

Please note that SLWA's website contains links to a large number of other sites. When a user moves to another site, they leave the SLWA site and are no longer protected by these privacy conditions.

## **Personal Information about third parties**

If personal information about another person is supplied, (for example a contact person as a referee when joining the library to borrow material) the person joining should ensure that they are authorised to do so, and should inform the person that this information has been supplied and will not be further disclosed.

## **Use and disclosure of personal information**

SLWA will not make use of personal information which it has collected except for the purpose it was collected, or for a purpose you would reasonably expect in carrying out the Library's activities, such as the evaluation of our services or for notifying clients of new services.

SLWA will not disclose personal information to another organisation or individual, except to assist in the recovery of SLWA property.

## **Updating of the Policy**

This policy will be updated and periodically reviewed in line with legislative requirements and changes in technology.