

# South Australian Public Library Network (SAPLN) Privacy Statement

This statement sets out Public Library Services' (PLS) policies relating to the privacy of your personal information. This 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 public libraries, working collaboratively to provide a service to all South Australians. The network 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.

PLS is an administrative unit of the Libraries Board of SA and manages the library 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 page tells you what records we keep, 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.

### State Government employees

The [Code of Ethics](#) (Code) for the South Australian Public Sector is binding on all public sector employees, including those working for the Libraries Board of South Australia and the Department for Education.

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. Website Privacy

The PLS website collects the following information from users:

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

Where we have an online form to collect personal information, such as:

- Feedback forms – for the purpose of feedback on library staff, building, services, website or other topic relevant to the Library
- 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

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 when required under legislation or a court order

Any information of a personal nature that may have been collected via an online form 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 or approve a request made via your email address.

A record of each visit to our website is made, and the following information is logged for statistical purposes:

- user's IP address
- date and time of the visit to the site
- pages accessed, and documents downloaded
- previous site visited
- the type of browser used.

These statistics tell us how our site 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 when required under legislation or a court order. This information is analysed annually to determine the site's usage statistics.

Please note that the Libraries SA website contains links to other websites. When a user has clicked on a link to another site, they leave the Libraries SA site and are no longer protected by the Libraries SA privacy conditions.

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

### 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 library staff.

Your personal library record may not be accessed by anyone other than library and PLS staff, and then only for the purpose of carrying out Library transactions or activities.

Your record includes your:

- name and address,
- telephone number(s),
- postal address, where required,
- date of birth; and
- appropriate parent or guardian details in the case of child members.
- for ID verification, we also store either one of the following
  - current driver's licence number
  - proof of ID card number
  - medicare number
  - health care card number
  - pension card number
  - passport number
  - 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
- 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 anyone, except 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.

## **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**

We do 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 name, 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 is valid for a minimum of three years. If a library card is not used for a period of three years, the membership automatically lapses. This does not occur if there are outstanding debts (overdue fines or items) listed on the record.

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.

SAPLN does not release personal information to external bodies or individuals except when required under legislation or a court order.

Our computer systems are protected by various means to ensure that personal records are not accessed by unauthorised persons.

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

## **7. Collection of your personal 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:

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

Some correspondence may be used in reports but would be used in a way that would not identify the person that made the comment or request. An example of this would be general comments about the website, 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.

Unfortunately, no data transmission over the Internet 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 or receive from our online products or services. These activities are conducted at your own risk. Once we receive your transmission, we make our best effort to ensure its security.

## 8. What else you should know about privacy

Remember to close your browser when you have finished your user session. This is to ensure that others cannot access your personal information and correspondence if you share a computer with someone else or are using a computer 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 computer.

Please be aware that whenever you voluntarily disclose personal information over the Internet (for example: in discussion forums, via email, or in chat sites) this information can be collected and used by others.

This site is operated by SAPLN using commercial web hosting facilities. When visiting this site, 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:

- The user’s IP address
- The user’s operating system (for example Windows, Mac etc.)
- The user’s 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
- The type of browser used (for example Chrome, Firefox, Internet Explorer etc.).

No attempt will be made to identify 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 Internet web server logs.

## 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, you will still be able to visit our website but some of the functions may not work correctly.

You will still be able to use our web site even if you choose to disable the use of the cookies.

## **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 Libraries SA website privacy, please contact PLS:

- Email: [ContactPLS@sa.gov.au](mailto:ContactPLS@sa.gov.au)
- GPO Box 1971 Adelaide SA 5001
- Phone: (08) 8348 2311

## **11. Changes to our Privacy Policy**

We reserve the right to alter our Privacy 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 web site which required registration details from users.

## **12. Further information**

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

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