

Library Privacy Statement – Waikato District Council

1. Introduction and Purpose

The privacy of our library members is important to Waikato District Council. This privacy statement sets out how we will collect, use, disclose and protect our members' personal information in accordance with the Privacy Act 2020.

Personal information is essentially any information about you such as your name, contact details and anything that you can look at and say, "this is about me".

2. When and what kind of personal information is collected?

At the time of your library membership application, we will collect personal information from you such as your full name, date of birth, residential address, email address, contact details and alternative contact details. We cannot issue a library membership without this information.

3. Who do we share your personal information with?

Besides our staff, we share your personal information with:

- the Kōtui consortium which supplies and manages our Library Management System. Kōtui is managed and administered by the National Library which is part of the DIA;
- contractors and agents to effectively conduct Council's lawful functions;
- debt collection agencies for the purpose of recovering overdue library charges; and
- other libraries within our district.

4. How we use your personal information

The personal information that we collect from you, or someone authorised to act on your behalf, may be used by us for any of the following purposes or similar purposes:

- to provide you with library services and facilities;
- to positively confirm your identity. This is to avoid inappropriate release or use of your information;
- to respond to correspondence or to provide you with information or services that you have requested;
- to manage your library membership and use of our library facilities;
- to process membership related payments received, or made, by us;
- to respond to your requests, enquiries or feedback, or for customer care related activities; including communicating to other persons you have authorised us to deal with on your behalf;
- to seek your feedback on our library services and facilities that you have used. This will help us better understand how we can improve our library services and

facilities. You can contact us at info@waidc.govt.nz if you don't want to be included in these types of surveys; and

- for general business and administration purposes.

5. Storage of personal information

Your personal information is stored in secure data centres which are based in Australia. The data centres meet ISO international standards for security and reliability. Library information held there will be accessed via an encrypted virtual private network, and will not be exposed to the public internet

6. How is access to personal data protected?

Your data is protected through software which requires a login and password. Access to those login details is only with designated library staff members. Those who are not authorised or do not have access to the login and password will not have access to the software.

7. How long we hold the personal information

We will hold on to your personal information for as long as is administratively necessary, in accordance with relevant legislation.

8. Accessing and correcting personal information

You can access and update your personal information at any time by any of the following options;

- calling 0800 492 452
- email info@waidc.govt.nz or
- in person at any Waikato District library