

## **Privacy Policy**

Created September 2014  
Reviewed 20 October 2014  
Approved 17 November 2014

This policy outlines the privacy practices of Boone County Public Library (BCPL). It covers:

1. Information collection, use, and sharing
2. Customer access to and control of information
3. Information security
4. Information updates

### **Information Collection, Use, and Sharing**

BCPL collects your name, street address, phone number, and other information when issuing a library card. We will use this information **only** to notify you about overdue items, items on hold, reminders, and, if requested, newsletters and receipts. We will never sell or rent your information. We will not share your information with any third party other than to fulfill your request - e.g., to use a database or to reserve a meeting room. Wherever possible, only your library card number will be shared with vendors.

Information about Internet use may be collected to help monitor and maintain the Library's computer network. This information may include the types and kinds of network services that are accessed, as well as MAC addresses and computer names.

We take steps to ensure that transactions between the Library staff and customers are confidential.

1. Registration information will not be given to or discussed with any other customer - or with staff unless necessary for Library operation.
2. Information regarding materials used or borrowed will not be given to or discussed with any other customer - or with staff unless necessary for Library operation.
3. Reference questions and other verbal or written exchanges will not be discussed unless necessary for Library operation.
4. We may disclose collected information as required by law, such as to comply with a subpoena or similar legal process.
5. Violation of a customer's right to privacy may be considered grounds for employee termination.

### **Access to and Control Over Information**

You can do the following at any time via email ([circ@bcpl.org](mailto:circ@bcpl.org)) or phone (859-342-2665):

1. See what data we have about you, if any.
2. Correct any data we have about you.
3. Have us delete any data we have about you.
4. Express any concern you have about our use of your data.

### **Security**

We take precautions to protect your information. When you submit sensitive information via the website, these precautions help to protect your information both online and offline.

Whenever we collect sensitive information (such as credit card data), that information is encrypted and transmitted to us in a secure way. You can verify this by looking for the closed-lock icon in or near the address bar, or an "https" at the beginning of the web address. We do not store any credit card information.

While we use encryption to protect sensitive information transmitted online, we also take steps to protect your information offline. Only employees who need access to personally identifiable information are granted access to that information. The computers/servers in which we store personally identifiable information are kept in a secure environment.

### **Updates**

Our Privacy Policy may change from time to time and all updates will be posted on this page.

**If you feel that we are not abiding by this privacy policy, you should contact us immediately via telephone at 859-342-2665 or via email at director@bcpl.org.**