



∴ ontario library association

## **Governance Policies and Procedures**

<b>Policy Name: Privacy</b>	
<b>Policy Number: G 5.4</b>	<b>Policy Type: Administrative</b>
<b>Approval Date: 2004</b>	<b>Date for Review: Every 3 Years</b>

### **INTRODUCTION:**

The OLA's Privacy Policy is designed to provide details about how we safeguard the privacy, confidentiality and security of your personal information.

### **PURPOSE:**

#### **Why does the OLA need to collect information about you?**

Simply, we collect personal information about you in order to serve you properly, to develop programs and services for you and your peers, to facilitate the volunteer activities of this association, and to help you communicate with your fellow members. We never collect more information about you than is necessary for these purposes and you always have the right to refuse the information requested.

### **PROCEDURES:**

#### **What information about you do we collect?**

- Personal and other information you choose to provide in membership and registration forms.
- Information you provide in e-mails or contract forms that you send us.
- Personal information you provide in response to surveys and other research tools.
- Transaction information necessary to maintain an accurate business relationship with you that is open and transparent for auditors to determine the correctness and fairness of our dealings with you and you with us.

#### **What do we do with your personal information?**

We use your personal information:

- to properly identify you;
- to serve your professional needs;
- to establish your membership and to maintain, record and store your membership information;
- to execute transactions;
- to provide you with ongoing services;
- to develop and offer additional products and services we feel may be of interest to you; and
- to meet our legal and regulatory requirements under Canadian law

### **With whom is your information shared?**

The OLA is not in the business of selling or distributing our members' personal information to others. Nor do we allow access to internal communication by outside groups. Member confidentiality and privacy remains a fundamental principle of ours. However, we may share your information with

others outside the OLA in certain limited circumstances including:

- **With Third Party Suppliers** whom we hire to perform services on our and your behalf. We provide them with a limited amount of information in order that they may provide services including, but not limited to accounting, library research approved by the OLA Board of Directors, products and services developed for member benefit, and our own market research. They are prohibited from using information for purposes other than to carry out the service they have been engaged or approved to provide. These third party suppliers are not permitted to disclose this information to others. Sharing this information with these third parties is critical to the OLA providing you with the best service possible and with carrying out the Association's mandate.
- **With Associate Members of the OLA.** Subject to your right to opt out, we will share from time to time your personal information with our commercial members where their contact with you is consistent with the events for which the arrangement was made and where their support of the library profession is consistent with the mandate of the association.
- **When Permitted or Required by Law.** The OLA is compelled to disclose personal information in response to a law, regulation, court order, subpoena, valid demand, search warrant or other legally valid request or enquiry. We may disclose information to our accountants, auditors, agents and lawyers in connection with the enforcement or protection of our legal rights. We may disclose information to various regulators in order to comply with regulatory requirements to which we are subject. This helps ensure honest and ethical business practices.

### **How is your information protected?**

Your information is held in a pass code-protected database and is only available for use by OLA staff in the conduct of the Association's regular business.

### **What privacy rights do you have?**

You may request access to your personal information that we hold. You may question the accuracy and completeness of this information. You may opt out or withdraw your consent that allows us to share your personal information in certain circumstances (for example, sharing of your information with our associate members at conference). You may withdraw consent given at any time by contacting us by e-mail or telephone at the address and number noted below. However, your decision to withdraw or revoke your consent may limit the products or services that we are able to provide to you.

**Who do you contact about privacy concerns at the OLA?**

If you have any questions or concerns about our Privacy Policy you may contact the Executive

Director as follows:

Mail:

Shelagh Paterson, Executive Director  
Ontario Library Association

2 Toronto St 3rd Floor  
Toronto, ON M5C 2B6

E-mail: [spaterson@accessola.com](mailto:spaterson@accessola.com)

Telephone: 416-363-3388

Fax: 416-941-9581