

Privacy Policy – Grove Library

Personal Information

The Grove Library and Community Learning Centre are 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.

For membership of the Grove Library, proof of identity and current address is required. Dates of birth are required for identification purposes as well as for statistical purposes. We also collect phone and email contacts so that we can conveniently contact you about library business. We do not use or share your personal details for other purposes, except where the law requires us to do so.

Community Learning Centre

The Grove Community Learning Centre requires additional details to ensure the security of the building and to enable the processing of accounts. Information required will include as a minimum: proof of identity and address of the responsible person; proof of agency of the responsible person for a group or organisation; and proof of current public liability insurance where applicable. Phone and email contact details are required for efficient administration of the hiring transaction. Information about the proposed activity and in some cases, the place of residence of attendees or members may be required to determine whether the activity fits the allowable purposes of the Community Centre and whether the community hire rate applies.

Borrowing and Browsing History

The borrowing history of library members for both physical and on-line materials is automatically recorded and retained. Information about websites visited while using the Library’s computers or Wi-Fi, and visits to the Library website, catalogue and social media websites may also be collected, including IP Address, URL requested, and timestamp. The Library may use this information to produce aggregated statistical information for management and reporting purposes.

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

Protection of Information

The Grove Library and Community Centre takes reasonable steps to protect personal information from misuse and loss, and from unauthorized access, modification or disclosure. This is achieved through the reasonably secure storage of documents and data, and restriction of staff access to only that which is necessary for the transaction of Library or Community Learning Centre business.

Photography and Filming at the Grove Library and Community Learning Centre

The Grove staff may take photographs of customers for reporting and promotional purposes, and for use on the Library's or partner Councils' own websites or social media channels. Grove staff will be sensitive and courteous and generally will ask for permission to photograph or use images in which individuals appear. Names of individuals are not included in captions, unless express permission has been obtained from the individual or from a child's parents. However, if any individual wishes not to be photographed, they should let staff know.

The Library and Community Learning Centre may collect and retain CCTV footage for security purposes.

Photography within the library by library visitors is allowable within the limits of common courtesy and not being a disturbance to others. Library staff may at any time limit or prohibit photography for any reason and without explanation.

Filming and/or audio recording requires the consent of the parties involved, and therefore customers must only record or film their immediate family members and avoid including others in their recordings. Staff members may prohibit filming or audio recording at any time if they become aware that it may be breaching legislation; or if they feel that the activity is impinging on the comfort of any other library user.

People who enter the library wearing portable recording devices may be required to remove them and store them for the duration of their visit.

Staff can refuse to be photographed, recorded or filmed as of right.

Information Gathered in the Course of Community History Projects

It is assumed that persons who contribute personal information for the purpose of building the public historical record choose to do it on the basis that it will be made available to other persons. This is made plain by the collection of permission and copyright documentation. Reasonable restrictions on access will be adhered to at the discretion of the Library Manager.