Richmond-Tweed Regional Library

Website Privacy Statement

Overview

The Richmond-Tweed Regional Library is subject to the New South Wales Privacy and Personal Information Protection Act 1998 and the Health Records and Information Privacy Act 2002.

These Acts give people some control over the personal information they provide to an agency and the right to know how it will be used.

This Web Privacy Statement outlines how the Richmond-Tweed Regional Library deals with personal information related to our website. Users of our website are entitled to expect that any information collected will be treated within the terms of the New South Wales Government's privacy responsibilities and obligations.

What is personal information?

Personal information includes any information or opinion about an individual whose identity is apparent or can be readily identified from the information or opinion. For further information visit the Privacy NSW website.

What information do we collect automatically?

When you look at the Richmond-Tweed Regional Library website, our computers record your visit and log the following information for statistical purposes:

- the Internet Protocol address from which we receive the request
- the date and time our server received the request
- the pages, documents and files you requested
- the address of the resource which provided the link followed, if any, to the Richmond-Tweed Regional Library website
- the type of browser and, in some cases, the operating system used
- in some cases, data you send to our website from web forms (e.g. Request for Purchase or Inter-Library Loan Request).

Some sections of the Richmond-Tweed Regional Library website use standard industry technologies, for example 'cookies', to make full use of the site.

What do we do with the information?

The anonymous information collected during each request is collated for analysis. It is then evaluated and published in reports that show Richmond-Tweed Regional Library usage patterns and identify popular areas of the website. This helps us to improve and develop the website and its services.

What won't we do with the information?

The Richmond-Tweed Regional Library will not disclose or externally publish personal information without consent.

No attempt will be made to identify individual users or their browsing activities except for when, in the unlikely event of an investigation, a law enforcement agency may exercise a warrant to inspect the Richmond-Tweed Regional Library logs.

Apart from an occasion when it may be required to do so by law, the Richmond-Tweed Regional Library will not disclose your personal information to a third party unless you have authorised it to do so.

What exceptions are there to this rule?

The Richmond-Tweed Regional Library will gather more extensive information than stated above in the following circumstances:

- unauthorised attempts to access files other than those published on the Richmond-Tweed Regional Library website
- unauthorised tampering or interference with files published on the Richmond-Tweed Regional Library website
- unauthorised attempts by other websites to index the contents of the Richmond-Tweed Regional Library website
- attempts to intercept messages of other Richmond-Tweed Regional Library website users
- communications which are defamatory, abusive, vilify individuals or groups or give rise to a suspicion that an offence is being committed
- attempts to otherwise compromise the security of the Richmond-Tweed Regional Library web server, breach the laws of the State of New South Wales or Commonwealth of Australia, or interfere with the use of the Richmond-Tweed Regional Library website by other users.

The Richmond-Tweed Regional Library reserves the right to make disclosures to relevant authorities where the use of our website raises concern that an offence is being, or has been, committed.

In the unlikely event of an investigation, the Richmond-Tweed Regional Library will provide data access to any law enforcement agency that may exercise a warrant to inspect the Richmond-Tweed Regional Library logs.

Who has access to raw data automatically captured by our website?

Access to the raw data on the web server is restricted to a limited number of staff who maintain and or analyse and report on the success of the website in order to meet the Richmond-Tweed Regional Library's communication and access objectives.

Do we record email addresses?

The Richmond-Tweed Regional Library will only record your email address if you enter it into a web form or send us a message. We will not use your email address for any other purpose than that for which you have provided, and we will not disclose it without your consent, unless there is evidence that an offence has been committed.

How do we deal with Information Request Forms?

When you lodge an online request with Richmond-Tweed Regional Library web site you provide us with personal information which may include your name, contact number, postal and email address. We collect and retain this information in order to respond to your inquiry and provide a service.

A record of your inquiry will also be collected for statistical purposes, to determine usage of our services and provide information for future improvements. No personal details are provided to any other individual or organisation, and access to this information is restricted to Library staff responsible for delivery of the service or activity.

Do we publish personal information on this website?

The Richmond-Tweed Regional Library will only publish personal information on this website if it has been collected for this purpose with your knowledge and consent.

Under no circumstances will the Richmond-Tweed Regional Library sell or receive payment for licensing or disclosing your personal information.

What about external links?

This site contains links to other sites. The Richmond-Tweed Regional Library is not responsible for the privacy practices or the content of such websites.

Where can I find more information?

Further information on NSW privacy law can be found at the Privacy NSW website.