

Northern Territory Library

Digital Services Privacy Policy

1.0 PURPOSE

The Northern Territory Library is subject to the *Information Act* (NT). The *Information Act* (NT) requires organisations to have a document that clearly expresses its policies for the management of the personal information that it holds. This privacy policy outlines our policies for the collection, use, storage and management of the personal information held by the Northern Territory Library in connection with the Northern Territory Library's Digital Services, including but not limited to Discover LibrariesNT, Territory Stories, LibrariesNT Service Desk, the Knowledge Exchange and the Northern Territory Library email lists and newsletters.

2.0 SCOPE

The term "personal information" in this privacy policy means information from which your identity is apparent or can be reasonably ascertained.

3.0 THE KINDS OF PERSONAL INFORMATION WE HOLD

The personal information we will hold will include any information that may identify you, such as a name, address, email address or phone number.

4.0 THE PURPOSES FOR WHICH WE COLLECT PERSONAL INFORMATION

We collect the personal information to provide services to you and to maintain an individual account for you in one or more of the Northern Territory Library's Digital Services.

5.0 HOW WE COLLECT PERSONAL INFORMATION

The main ways we collect personal information about you is when you sign up for an account in one of the Northern Territory Library's Digital Services and when you otherwise give it to us. For example, we may collect personal information when you:

- contact us to ask for information or make a query;
- make a complaint;
- ask for access to information we hold about you or other information about our services.

Anonymous information is also collected for statistical purposes, to monitor usage of our services and collections, and to gather information to help us see how we can make future improvements.

The Northern Territory Library may collect analytics data from your Google account if it is used in conjunction with any of the Northern Territory Library's Digital Services. Google Analytics can collect any information you have provided to your Google account. You can request that Google Analytics be turned off in respect to your account by contacting us on the contact information below. You can also use the Google Analytics Opt-out Browser Add-on at this address

<https://tools.google.com/dlpage/gaoptout/>.

6.0 HOW WE HOLD PERSONAL INFORMATION.

Your personal information will be held by us in the systems that support and provide the Northern Territory Library's Digital Services. The Northern Territory Library's Digital Services will store your personal information primarily within Australia however your personal information may also be accessed and temporarily stored in overseas countries. For example, personal information in the Discover LibrariesNT may be accessed and temporarily stored in the United States of America, Federal Republic of Germany and the United Kingdom for support purposes and in the United Kingdom or Singapore for the purposes of backup and disaster recovery.

By signing up for an account to use any of the Northern Territory Library's Digital Services you are consenting to the transfer of your personal information outside of the Northern Territory. Your consent will remain valid for the duration of your membership. You are free to revoke your consent at any time by contacting the Northern Territory Library. If you do not wish to consent you should contact the Northern Territory Library. Contact information for the Northern Territory Library is included in this privacy policy.

If you revoke your consent to the transfer of your personal information outside of the Northern Territory, the Northern Territory Library may not be able to maintain an individual account for you within the Northern Territory Library's Digital Services and you may have limited access to services provided by the Northern Territory Library's Digital Services.

7.0 HOW WE USE AND DISCLOSE PERSONAL INFORMATION

Your personal information will be used by us in order to manage and allow your access to the services provided by the Northern Territory Library's Digital Services or to provide you with other Northern Territory Library services including access to digital collections.

We may also use Google Analytics data collected via Google to personalise your browsing experience and web browser displays during your access and use of the Northern Territory Library's Digital Services.

Anonymous services can be accessed within the Northern Territory Library Digital Services without creating an account and disclosing personal information. However, if you do not have an individual account within the Northern Territory Library's Digital Services you will only have limited access to the services provided by the Northern Territory Library's Digital Services.

Except as set out below, we will only ever disclose your personal information outside of the Northern Territory Library if required by law or with your express consent.

The Northern Territory Library may have reciprocal rights with other libraries in the Northern Territory. Those other libraries are members of the LibrariesNT network. Members of the LibrariesNT network may disclose and have access to your personal information held in the Northern Territory Library's Digital Services but will only disclose and access your personal information for the purposes of providing you with those reciprocal rights.

We will also need to disclose your personal information to the contracted service providers that provide support services for the Northern Territory Library's Digital Services. The contracted service providers will have the ability to access your personal information but are only allowed to use your personal information in connection with the services they provide relating to the Northern Territory Library's Digital Services and must handle your personal information in a confidential and secure

manner in accordance with the *Information Act* (NT) and Information Privacy Principles contained therein.

We may disclose personal information where permitted by law.

8.0 HOW AN INDIVIDUAL MAY ACCESS THEIR PERSONAL INFORMATION AND SEEK CORRECTION OF IT

Under the *Information Act* (NT) (Information Privacy Principle 6) you have the right to ask for access to personal information we hold about you, and to ask that we correct that personal information. You can ask for access or correction by contacting us and we must, once you lodge a request, either:

- provide access to the personal information or reasons for refusing access; or
- make the correction to the personal information or provide reasons for refusing to make it; or
- provide reasons for the delay in responding to the request;

We will ask you to verify your identity before we give you access to your information or correct it, and we will try to make the process as simple as possible. If we refuse to give you access to, or correct, your personal information, we must notify you in writing setting out the reasons.

If we refuse to correct your personal information, you can ask us to associate with it (for example, attach or link) a statement that you believe the information is incorrect and why.

9.0 HOW TO MAKE A COMPLAINT

If you wish to make a complaint to us about how we have handled your personal information you should complain in writing. If you need help lodging a complaint, you can contact us.

10.0 HOW TO CONTACT US

You can contact us by:

Email: ntl.info@nt.gov.au

Telephone: (08) 8999 7177

Post: PO Box 42, Darwin NT 0801

Facsimile: (08) 89996927

11.0 RELATED DOCUMENTS AND LEGISLATION

- Information Act (NT)

12.0 DOCUMENT CONTROL

Document Control

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