

Privacy Policy - MNG1

Chattahoochee Valley Libraries is committed to customer privacy. To better protect your privacy, we provide this information outlining our online practices and the way your information is collected and used.

Sharing your personal information

Chattahoochee Valley Libraries collects data to measure usefulness of the information contained on our website, and the Library is the sole owner of that information. We do not sell, trade, or make available user information to others.

Confidentiality of Library Records

All records concerning Library users are confidential. These records will not be made available to any agency of state, federal, or local government or any other person unless a court of competent jurisdiction has entered a valid court order requiring disclosure or if the request is made pursuant to the [U.S. PATRIOT Act \(Public Law 107-56\)](#). All requests for such information must be referred to the Director or his/her designee.

Library records are defined as records in any form that are maintained by the Library and that contain any of the following types of information:

- Information that an individual is required to provide to be eligible to use Library services, including borrow materials.
- Information that identifies an individual as having requested or obtained specific materials or materials on a specific subject.
- Information that is provided by an individual to assist staff answering specific questions or provide information on a particular subject.

Information that does not identify an individual and that is retained for the purpose of studying or evaluating the use of the library is not considered confidential and is not subject to this policy.

Exceptions to this policy are the records of minor children when requested by parents, guardians, or legal custodians in a written request.

Third-Party Vendors

Chattahoochee Valley Libraries works with third-party vendors to deliver online services, digital collections, streaming media content, and enhance the user experience. We strive to ensure the library's contracts, licenses, and offsite computer service arrangements reflect our policies and legal obligations when it comes to customer privacy and confidentiality. For example, the Library expects third-party vendors to:

- Follow all privacy-related items in the vendor contract and licensing agreements.
- Conform to CVL privacy practices, in keeping with American Library Association privacy guidelines.

- Provide a product which complies with the [Children's Internet Protection Act \(CIPA\)](#) and [Children's Online Privacy Protection Act \(COPPA\)](#).
- Refrain from collecting or sharing information about customers other than what is required to deliver library services.

CVL is not responsible for the privacy practices of third-party vendors or websites.

Information Collected and Stored Automatically

When you visit our website or use your library card for any Library activity or open emails from CVL, personal information is gathered and stored about your usage. We collect this information to learn how people use our resources and services, and aggregate this data to determine how we can better provide Library service to the community. The Library automatically collects and stores only the following information about your activity:

- The [Internet domain](#) and [IP address](#) from which access to our website is gained
- The type of browser, device, and operating system used
- The date, time, and geographic location of access to resources and materials checked out
- The CVL website pages visited, for how long, and address from which initial visit was launched, if any
- Aggregated information about your library transactions
- For physical materials, all customers are opted out from checkout history tracking, and must opt in to enable this feature.
- For digital materials, customers are automatically opted in to checkout history tracking and do not have the option to disable this feature.

The Library uses this information to make our services more useful to visitors and to learn about a variety of user activities.

If for some reason you believe cvlga.org has not followed these policies, please notify us the Library Director, who will promptly address your concern.