

The Lane Libraries Privacy and Confidentiality Policy

The Lane Libraries are committed to protecting the privacy and confidentiality of our patrons. This policy combines our Short Message Service (SMS), email, website, and confidentiality practices to ensure transparency and compliance with applicable federal laws, including the Telephone Consumer Protection Act (TCPA).

1. Information Collection and Use

SMS and Email Communications

Collection: We collect your telephone number and email address when you opt-in to receive communications.

Use: Your contact information will be used solely for library-related notifications, updates, and services. We share your contact information with vendors working on our behalf to provide these services. We do not sell your contact information to third parties.

Consent: By providing your contact information and opting in, you consent to receiving communications via SMS and email.

Website Visitors

The Lane Libraries collect no personal information from website visitors, except when such information is voluntarily provided for purposes of library account creation or library communications.

Cookies may be used to collect traffic data for analysis. Aggregate data is collected to track general usage patterns without recording information about individuals.

2. Confidentiality of Patron Records

In compliance with Ohio Revised Code Section 149.432, the Lane Libraries safeguard patron records and borrowing details. Information about library usage is considered confidential and will not be disclosed to third parties except:

- By written consent of the patron.
- Pursuant to subpoena, court order, or required by law.
- To a parent or legal guardian of a minor, as authorized by law.

3. Your Rights

You can opt out of SMS and email communications at any time by replying "STOP" to SMS messages or using the unsubscribe link in emails.

You may request access to or deletion of your data stored by the library, in accordance with legal requirements.

4. Data Security

The Lane Libraries implement robust physical, electronic, and procedural safeguards to protect patron data from unauthorized access, misuse, alteration, or disclosure. Our security measures are designed to ensure the confidentiality, integrity, and protection of all collected information in accordance with industry standards and best practices.

5. Third-Party Websites and Liability

Links to external websites provided on the library's website are not under the control of the Lane Libraries, and we are not responsible for their content or privacy practices.

The Lane Libraries are not liable for any damages or claims arising from website usage or linked resources.

6. Legal Updates for SMS and Email

Express consent is required before initiating SMS and email communications.

All messages will include clear opt-out instructions to allow patrons to unsubscribe easily.

7. Contact Information

For questions or concerns about this policy, please contact us at:

The Lane Libraries
(513) 894-0113
privacy@lanepl.org

By using our services, you agree to this Privacy and Confidentiality Policy. The Lane Libraries reserve the right to update this policy as necessary to comply with changing laws and best practices.