

All patron records are considered private and confidential and are protected by the Code of Virginia\*

**Patron Records** include:

- Contact information
- Driver's license number
- PIN
- Items borrowed or requested

### What does Suffolk Public Library do with my information?

The Suffolk Public Library does not share, give out, or sell any of your personal information to third parties. This includes email and phone number.

The Suffolk Public Library does not keep any information about your library visit, other than usage statistics to help us improve your library experience.

If you choose to provide your email address, Suffolk Public Library will only use it to send you notifications about your account and other library information.

### Who can access my information?

Your Library Account will never be accessed without your permission except:

- When required by subpoena or other legal action
- When a library staff member needs to update the system, perform account maintenance, or resolve technical issues
- When pursuing legal collections for delinquent accounts

### What about updating my information?

Adult Patrons may update their information at any time; however changes in address will require proof of the change

Juvenile Patrons may update their PIN if they can correctly confirm their address and phone number. All other changes to Juvenile Accounts must be made with the Juvenile's photo identification or by the parent or guardian who applied for the library card.

The library reserves the right to require proof of identity to administer patron account activity.

\* § 2.2-3705. *Exclusions to application of chapter*

*A. The following records are excluded from the provisions of this chapter but may be disclosed by the custodian in his discretion, except where such disclosure is prohibited by law:*

*<....>*

*10. Library records that can be used to identify both (i) any library patron who has borrowed material from a library and (ii) the material such patron borrowed.*