



Privacy Policy

1. Introduction

This Privacy Policy outlines how Jamaica Library Service (“us,” “we,” or “our”) collects, uses, discloses, and protects the personal data of patrons (“users,” “you,” or “your”) of our website, (<https://jls.gov.jm>) our online public access catalogue (OPAC) (<https://catalogue.jls.gov.jm>) and our digital library (the “digital library”). This Policy adheres to the provisions of the Jamaica Data Protection Act, 2020, and the Access to Information Act, 2002.

2. Information Collection

2.1 Personal Data

We collect personally identifiable information, necessary for the provision of our digital services, when registering for membership or filling out forms. This information may include:

- First name, middle name, last name
- Email address
- Alternate email
- Postal address
- Alternate address
- Phone number
- Date of birth
- Gender and pronouns

2.2 Non-Personal Information

In addition to personal data, we may also collect non-personal information, such as messaging preferences website usage statistics (page views, session duration, click-through rates, time spent on pages, landing pages) to improve our digital services.

2.3 User Interaction

We may collect users’ website browsing activities, IP address, device information, cookie data (i.e. browsing preferences, session data), and other data regarding how users interact with our services.

2.4 Content Information

We may also collect data that you submit through the digital services such as photographs, videos, and comments.

3. Importance of User Data

3.1 We collect and use your personal data to:

- improve and provide user services
- customize user experiences and provide relevant content and services
- communicate to users, service updates, promotions, and other relevant information
- respond to user requests and inquiries
- analyse and understand User trends and preferences
- comply with legal requirements and protect the rights of the organization and others

4. Data Retention and Deletion Policies

4.1 Users personal

Your personal data will be retained only for as long as reasonably necessary to fulfil the purposes outlined in this policy, such as providing you with digital services, responding to your inquiries, or complying with legal obligations, or as required by applicable laws and regulations.

5. Disclosure of Your Information

5.1 Third-Party Services

We may use third-party service providers, such as Microsoft Cloud, Amazon AWS, and Koha Library Management System software, to store and manage our digital services. We may also use analytics tools, like Google Analytics, to monitor and analyze usage. While using these services, we take steps to protect user data privacy and security.

5.2 Consent

By using our digital services, you agree to the collection, use, and disclosure of your data as outlined in this privacy policy.

5.3 Government Authorities

We may disclose your information if required by law to protect our rights or the rights of others.

6. User Rights

6.1 Access

You may request access to your personal data under the Access to Information Act, 2002.

6.2 Choices

You have the right to request correction, deletion, or restriction of your personal data as provided by the Data Protection Act, 2020.

6.3 Withdrawal

You have the right to withdraw your consent for the processing of your personal data with immediate effect. To exercise any of these rights, you must contact your home library by email or phone.

7. Information Security

7.1 Protection of Data

We actively protect users' personal data using advanced encryption, secure password systems, and strict access controls to prevent unauthorized access, disclosure, alteration, or destruction of data.

Disclaimer: No method of electronic data transmission or storage is 100% secure. While we strive to protect your data through robust security measures, we cannot guarantee its absolute security.

8. Cookies and Tracking Technologies

8.1 We use cookies and other tracking technologies to collect data about how users interact with the services. You can manage cookies in your browser settings. Disabling cookies may prevent you from logging in or saving preferences.

9. International Transfers:

9.1 When you use our digital services, your personal data may be stored and processed outside of Jamaica, including in the USA or other parts of the Caribbean. We use secure encryption (i.e. TLS) and firewalls to protect your data during transmission and storage.

10. Links to Other Sites:

10.1 Our website may contain links to other websites operated by third parties. We provide these links for users' convenience and information, but **we do not control the content or privacy practices of these websites**. Please review the privacy policies of these websites before providing any personal data. We ensure the highest standard of privacy on our own website, but we cannot be held responsible for the privacy practices of other websites.

11. Children's Privacy

11.1 Age Requirements

Our digital services are also designed for children up to age 14 (babies, toddlers, early childhood, primary and teens below 15 years)

11.2 Parental Consent

For users up to age 14, parental consent is required to collect personal data. Parents or legal guardians will be informed about the data collected and its purpose.

11.3 Limited Data Collection (up to age 14)

We may collect limited personal data from users up to age 14 solely for providing age-appropriate digital services. Parents or legal guardians have the right to review, request changes, or delete their child/children's personal data.

11.4 Educational and Recreational Content

We offer educational and recreational content for children. We encourage parents or legal guardians to review the content to ensure its suitability for their child.

12. Approval and Revision History

This Privacy Policy will be reviewed and updated annually.