

Library Privacy and Vendor Management II: Exploring Practical Strategies and Best Practices

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Workshop Housekeeping – Guidelines

- All responses and questions are valid.
 - Assume good intent.
 - When you disagree, challenge or criticize the idea, not the person.
 - Be mindful of the time.
 - One speaker at a time.
 - Speak from your own perspective.
 - Help protect others' privacy by observing the Chatham House Rule.
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Workshop Housekeeping - Logistics

IANAL; Consult legal staff for legal advice

Exercises and Discussions - what to expect

Toolkit tie-in

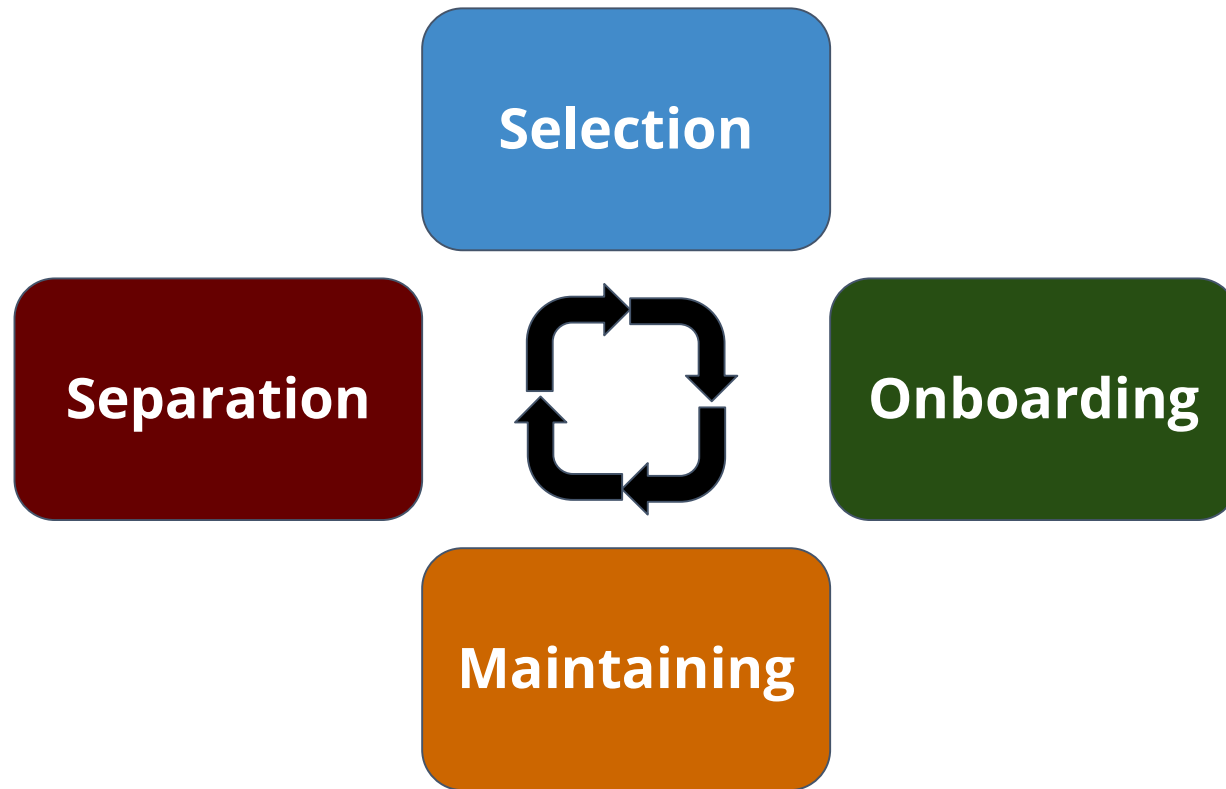
Privacy measures are only as strong as the least-knowledgeable person working with patron data

Section One: Refresher on Vendors and Libraries

Library Patron Data Lifecycle



Vendor Relationship Lifecycle



Section Two: Selection Best Practices and Strategies

Selection - Where to start?

RFI - Request for Information

Used to gather information about services or products

Potential uses:

- Obtain privacy policies
- Gather information about general privacy features

RFP - Request for Proposals

Used to gather bids from potential vendors

Potential uses:

- Outline privacy reqs
 - Gather information about specific privacy features
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Exercise – RFP Show & Tell

Section Three: Onboarding – ALL the Contracts

Contracts and Legal Regulations

- California Gov Code § 6267
 - California Consumer Privacy Act of 2018 (CCPA)
 - California Civil Code Section 1798.82
 - Family Educational Rights and Privacy Act (FERPA)
 - Children's Online Privacy Protection Act (COPPA)
 - Local Regulations, including record retention schedules and public disclosure exemptions and regulations
 - Parent institution policies or contract boilerplate
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Onboarding – Privacy & Contract Red Flags

- “Reasonable” and vague terms
 - Lack of definitions for terms
 - Indemnity/liability clauses
 - Termination details – data exit
 - Lack of information about responses to law enforcement or government data requests
 - Legal jurisdiction!
 - Lack of transparency
 - Data ownership
 - Data reselling or disclosure to other third parties
 - Monitoring patron use (web analytics)
 - Using “Aggregated”, “Anonymized”, “De-identified” without defining methods
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Exercise – Contract Flags

Onboarding - Contract Addendum and NDA

Contract Addendum

- Legal boilerplate for standard privacy and security contract language
- Can be used in both initial contract signings and renewal periods

Non Disclosure Agreement

- AKA NDAs
- Limit or prohibit sharing of patron data to:
 - Subcontractors
 - Service Providers
 - Other Third Parties



Walkthrough - Contract Addendum

Section 3.5

Communications

Onboarding – Communications

Staff

- Announcements via:
 - Email
 - Staff Intranet
 - Meetings
- Vendor privacy notice list
- Update privacy policies if necessary

Patrons

- Press releases or news announcements
- Vendor privacy notice list on public site
- Update privacy notice if necessary

Discussion – Public Communication Examples

Section Four: Maintenance Best Practices and Strategies

Walkthrough – Vendor Audit

Section Five: Wrap up

What is one thing from this workshop that you can put into practice or discussion at your library when you return?

Thank you

:-)



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