

## **CUSTOMER PRIVACY POLICY**

Douglas County Libraries ("Library") staff and volunteers are expressly prohibited from disclosing information about customers, including personal information, borrowing records, and/or book and material requests to others, including the customer's family members, or from using such information for the employee's personal gain or benefit or to benefit others, including relatives, friends, or members of organizations. Customer confidentiality is required under the Colorado Library Law, Sections 24-90-119, C.R.S.

Staff who handle Citizen Review Requests or Colorado Open Records Act requests should consult legal counsel to ensure compliance with all applicable laws, as there are defined circumstances where a customer may partially waive confidentiality to personal information. Additional details can be found in the Library's Employee Handbook.