

## 9. Privacy

LCPL protects the privacy of all customer information, including requests for service or materials, loan transactions, online sites visited, and resources accessed. Records that link personally identifiable information to borrowed or requested materials or to website visits are kept only as long as needed for operational purposes.

LCPL does not release such information to individuals or to any private or public agency unless it is required to comply with proper judicial processes, such as a government order to produce documents or information.

Per [Virginia Code 2.2-3705.7](#), parents and/or legal guardians will have complete access to the records of their minor child or children. LCPL staff may only access personal data for the purpose of serving customers.

LCPL uses Google Analytics to gather information regarding usage patterns of LCPL-maintained websites. Google Analytics uses cookies to collect statistical data such as browser type and operating system. No personally identifiable information is stored. [Customers may opt out of being tracked by Google Analytics](#) without affecting their use of LCPL-maintained websites.

Confidentiality of customer records is protected under state law per [Virginia Code § 2.2-3705.7](#).

**Effective June 16, 2021**