

National Diet Library Patrons Personal Information Policy

Personal information obtained from patrons who use materials at the National Diet Library (NDL) pursuant to the National Diet Library Rules Concerning the Use of Library Materials (National Diet Library Rule No. 1 of 2022) is to be handled according to the following policy, which is based on the Rules on the Protection of Personal Information at the National Diet Library (National Diet Library Rule No. 4 of 2017).

1. Definition of Personal Information

The term “personal information” as used in this policy includes the following:

(i) Patron information

- Names
- Addresses (other than those of registered libraries or institutions)
- Dates of birth
- Telephone numbers (other than those of registered libraries or institutions)
- Fax numbers (other than those of registered libraries or institutions)
- Email addresses (other than those used by the organization of registered libraries or institutions)
- User ID numbers, etc. (other than those of registered libraries or institutions)
- Passwords (other than those of registered libraries or institutions)

(ii) Information on patron’s use of library services

- Time and date of entry to and or exit from the library
- Time and date of requests for browsing, copying, or reference services (hereinafter referred to collectively as “library services”) (other than reference requests made via registered libraries or institutions; as applicable hereinafter)
- Information on the library materials or portions thereof for which a patron (or the requester, if the request was made via a registered library or institution) requested library services.
- Subject or content of reference requests made by patrons.

(iii) Information about an individual recorded in the identification documents submitted by the user (other than information which is included under patron information).

2. Acquisition of Personal Information

The NDL acquires a minimum of personal information as necessary to provide the following library services.

(i) Applications for official user registration, provisional user registration, or simple user registration

(ii) Issuance of registered-user cards, pre-registration cards, temporary-use cards, temporary cards, one-day user cards, or one-day user cards at the International Library of Children’s Literature of the National Diet Library

- (iii) Entry to or exit from NDL facilities
- (iv) Requests for library services made at the NDL
- (v) Requests for library services via the Internet or by postal mail

3. Utilization and Storage of Personal Information

Personal information acquired by the NDL is used and stored for the following purposes.

(i) Providing library services

The NDL uses personal information only as necessary to perform the duties involved in providing library services. Also, the NDL stores information on patrons only for as long as a patron maintains a valid registration. Although the NDL does store some personal information of patrons whose registration is no longer valid, this is done only as necessary to provide library services.

The NDL also stores for a specific period of time information on patrons' use of library services that has been input to the library system, either by a patron or by the NDL on behalf of a patron, as part of a request for library services, in order that, patrons are able to refer to that information themselves.

(ii) Improvement of library services

The NDL prepares and stores anonymized information on patrons and their use of library services for use in improving library services. The term anonymized information refers to information from which any data that would make it possible to identify a specific individual as well as any specific description that can be used to link a specific individual with their use of library services has been deleted or modified to include only general, abstract statements that cannot be used to identify a specific individual, after which all deleted information and all information that could be used to link information on patrons with their use of library services is discarded.

4. Management of Personal Information

(i) The NDL manages all personal information in a manner that prevents access by unauthorized persons. Also, the NDL makes reference to personal information only as necessary to perform the duties involved in providing library services.

(ii) The NDL implements measures to ensure that the computer servers on which personal information is stored are protected against unauthorized access from outside the library.

(iii) To prevent the unintentional confusion of patrons' personal information, the NDL implements measures to confirm a patron's identity when processing applications for registration or requests for library services.

(iv) The NDL processes promptly all requests from patrons for modification of personal information or for deletion of user registration.

(v) The NDL discards promptly and surely all personal information that is no longer necessary to fulfill the objectives described in Section 3. Utilization and Storage of Personal Information.