

# Superior Court Law Library Resource Center (LLRC) Privacy Policy

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## I. PURPOSE

The Law Library Resource Center (LLRC) respects and values the privacy of its patrons. The purpose of this privacy policy statement is to inform you about the information and services provided on our web site, any information about you that may be collected during your visit, how any information is used, disclosure of that information, and your options in providing information. This statement is intended to comply with A.R.S. §§ [18-201](#) and [18-202](#).

## II. APPLICATION

- A. This policy applies to U.S. residents, and applies only to use of the Library's primary web site: <https://superiorcourt.maricopa.gov/llrc/law-library/>; and to LLRC's Library Management System.
- B. This policy applies only to your use of our websites. It does not apply to other LLRC services that you may use, such as in-person visits or telephone calls.
- C. The websites include links to various other resources, sites, and services. This policy does not apply to any other websites that you may use during your visit.
- D. The LLRC websites are intended for informational and research needs only. Nothing on our sites may be considered as legal advice or as creating an attorney-client relationship.
- E. Access to most of the LLRC's third-party research databases does not require that you have a valid Law Library account.

## III. INFORMATION AND SERVICES PROVIDED ON OUR WEBSITE

- A. Information about the Law Library, such as services and resources, locations and hours, policies, and contact information.
- B. Bibliographies, research guides, current awareness publications, and newsletters prepared by Library staff.
- C. Links to forms and email addresses that you may use to send information requests to Library staff.
- D. The LLRC's Library Management System.
- E. Links to third-party research databases to which the Library subscribes.
- F. Links to other websites that may provide useful information.

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## IV. INFORMATION THE LLRC OBTAINS FROM PATRONS

### A. Library Management System

- a. The LLRC's Library Management System automatically creates and stores transaction logs. Transaction logs include the following information:
  - i. The Internet Protocol address and domain name you used.
  - ii. The date and time you visited our sites and the duration of your visit.
  - iii. The web pages or services you accessed.
  - iv. The address of the website you were at prior to visiting our website.
  - v. Any forms or requests that you may have submitted.
- b. Information collected does not include your email address, unless you choose to provide it as explained below.

### B. Cookies

- a. Neither the Library's primary website, the Library Management System, nor the remote login component of the Library Management System employs cookies.
- b. The Library provides access to third-party commercial and public databases, some of which require the use of cookies. This use of cookies is governed by the database provider's requirements and policies.

### C. Personal Information

- a. The following transactions may require that you provide personal information to us:
  - i. Forms. The Library's websites have forms for you to use to ask us questions or request information. These forms may collect personal information such as your name, email address, mailing address, telephone number, fax number, and any other information you choose to provide to help us answer your request or contact you to follow up.

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- ii. Email. The Library's websites provide email links for you to ask us questions or request information. Email may collect personal information such as your name, email address, mailing address, telephone number, fax number, and any other information you choose to provide to help us answer your request or contact you to follow up.

### V. INFORMATION COLLECTED BY OTHER ENTITIES FROM THE LIBRARY WEBSITE

- A. The Library's primary website (<https://superiorcourt.maricopa.gov/llrc/law-library/>) is hosted by the Superior Court's Court Technology Services Department. Except as specifically stated in this policy, any information collected by Court Technology Services is collected and used subject to the court's policies and this policy is not applicable.
- B. How We Use Information
  - a. The Library's primary website. Periodically, the Library receives summary reports of collected information and statistics (such as users' Internet Protocol addresses and domains, web pages or services accessed, browser type, operating system, site usage by time and date accessed, browser and server errors, invalid links, etc.) from the Court Technology Services Department. These reports do not personally identify users. The information is used to help us correct errors, to better understand how our sites are being used, how they can be improved, and to generate usage statistics.
  - b. Library Management System. Transaction logs are periodically deleted by the system automatically. Library staff may copy and examine transaction logs prior to their deletion to better understand the types of searches being performed, search results success, and to generate statistics. Transaction log copies are then deleted.
  - c. Form or email requests placed from our websites. Your requests and our responses are retained and stored for a period of time necessary to fully respond to you and to compile statistics. Statistics may include the number of requests, the number of responses that included attached documents, and general user categories (such as public, attorney, etc.). The text of some requests, excluding all personally identifiable information, may be retained to be used for evaluation and staff training. Thereafter, both your requests and our responses are deleted.

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- d. Automatically collected information. Library staff do not use personal information to track personal usage habits, or to identify individual users from automatically collected information.
- e. Additional communications. Except as stated above, any personal information you provide through our websites will only be used by the Library for the purposes for which you provided it. The Library does not use your information to send you other communications (such as newsletters) unless you request those communications.

### VI. DISCLOSURE OF INFORMATION TO OTHER ENTITIES OR PERSONS

- A. The Library does not sell, rent, or lease information collected from our websites to other entities or persons. The Library does not otherwise disclose information unless required to do so by state or federal law, or when necessary for Library business reasons.
- B. Public Records Law. Under Arizona public records laws, the Library may be required to provide information collected from our websites to a third party in certain circumstances.
  - a. A.R.S. § [41-151.22](#) states, "Except as provided in subsection B, a library or library system supported by public monies shall not allow disclosure of any record or other information, including e-books, that identifies a user of library services as requesting or obtaining specific materials or services or as otherwise using the library."
  - b. [Supreme Court Rule 123](#). Rule 123 generally governs public access to records maintained in the judicial branch of government. Rule 123 provides that all judicial branch administrative records are open to the public, unless an exception is provided. Subsection (e)(7) provides that "Records maintained in any court law library . . . that link a patron's name with materials requested or borrowed by the patron, or that link a patron's name with a specific subject about which the patron has requested information or materials are closed."
- C. Other Law. It is possible that the Library may be required to disclose information to other governmental entities, such as state or federal law enforcement authorities, under the provisions of other laws.
- D. Business reasons. The Library may allow persons or companies with whom the Library is affiliated or has a contract to gain access to Library systems to provide services such as system maintenance, repairs, or installations. While performing such services, these individuals or companies may have access to information

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pertaining to the use of our websites. Such individuals or companies have no right to use the information for any other purposes.

- E. The Library may disclose personally identifiable information when disclosure is necessary to conduct Library business. For example, if you send a complaint about Library services by email via our websites, we may provide your email to Superior Court management to effectively resolve your complaint.

### **VI. YOUR OPTIONS AND ALTERNATIVES**

- A. No Library services require the use of our websites. If you are uncomfortable with providing personal information to us, you may choose not to complete form-based or email transactions and instead visit or telephone the Library.
- B. You may set your browser to limit or disable the use of cookies. If you do so, some features of our web-based catalog may not function properly, and you may have trouble accessing the third-party database links on our sites.

### **VII. SECURITY MEASURES**

- A. Security and technology standards are applied and enforced by the Library, the Superior Court, and Maricopa County government. Security measures employed to safeguard the integrity of telecommunications and network infrastructures include use of firewalls, authentication, monitoring, and auditing. Once received by the Library, for the time during which it is held, all information is subject to the same security measures applicable to other electronic Library information.
- B. We cannot ensure complete security and privacy of communications and web use. Because information sent through our forms and email links is not encrypted, you should not send messages containing information that you consider highly sensitive via our websites.

### **VII. DEFINITIONS**

- A. Personally Identifiable Information. Personally identifiable information is information that identifies or describes a person, including name, social security number, home address, home telephone number, financial data, and other information that is readily identifiable to a specific person.
- B. Form. In this policy, "form" refers to a web page containing fill-in boxes that you may use to send requests for information to us. Forms generate an email to the Library's services email account. The use of "forms" in this policy does not refer to court forms (such as petitions, orders, etc.) intended for use in specific court matters. These are located elsewhere on the Superior Court's websites.

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- C. Cookie. A cookie is a small file of text data that a website may send to your browser, and which may then be stored on your computer. Many websites use cookies to store information such as user preferences, user passwords, and other information gathered from the user's visits to the site.

### **VIII. EFFECTIVE DATE AND POLICY CHANGES**

This policy was issued and effective as of April 1 2020.

The Library reserves the right to change its privacy policy at any time, without prior notice. Changes will be posted to the Library's primary website. Any information collected under this policy prior to any changes will remain subject to the original terms. After the changes are posted, any new information collected will be subject to the revised policy.