



**Statement Regarding the Transmission of Unencrypted Data via Adobe Digital Edition 4 Software  
October 10, 2014**

The Canadian Library Association champions the values of Canadian libraries and considers these values an important part of providing collections and services. Among these values is the [library patron's right to privacy and their right to understand how their personal information is used by organizations with whom they interact](#). These values are described in the *Canadian Library Association's Position Statement on Access to Information and Communication Technology (ICT)* of June 2012.

We were concerned to learn that software provided by Adobe that is commonly used in the delivery of ebook content by libraries is contravening those values in a very serious manner.

We understand through recent postings on *The Digital Reader* and *Ars Technica* that Adobe Digital Editions 4, the software frequently used to manage eBooks and DRM (digital rights management) has been transmitting unencrypted data about patron reading history to Adobe servers.

Most libraries that lend eBooks that have publisher-imposed DRM restrictions in place are obligated to advise patrons to use Adobe Digital Editions if they use computers to manage their eBooks. Adobe's error in transmitting unencrypted data about library patrons compromises libraries' commitment to citizens to keep their information secure and undermines our stated values.

In addition to the issue of unencrypted data transmission, we encourage Adobe and other resource platforms to provide clear terms of use that identify what information is gathered about users and their reading habits and how that information is shared. Library patrons trust Canada's libraries with their personal information, and CLA supports libraries in their responsibilities around protection and disclosure of personal information, including reading choices.

CLA looks forward to the swift resolution of this issue by Adobe, along with a renewed commitment to user privacy protection. In the meantime, we will encourage our members to communicate these concerns to their patrons and offer alternatives to those who wish to ensure their privacy is protected.

*The Canadian Library Association/Association canadienne des bibliothèques (CLA/ACB) is the national voice for Canada's library communities, representing the interests of libraries, library workers, and all those concerned about enhancing the quality of life of Canadians through information and literacy. CLA/ACB represents 1,410 library workers, libraries, and library supporters; and Canadian libraries serve in excess of 34 million Canadians through the nation's public, school, academic, government, and special libraries.*