



Data Protection Statement

Who are we?

CultureNL Ltd is a company limited by guarantee and a registered charity. We were formed in April 2013 as an Arm's Length External Organisation (ALEO) of North Lanarkshire Council. We comprise Libraries, Museums & Archives, Community Facilities, Venues, Community Arts, Catering and Play Services.

Why do we have a data protection statement?

We have a legal requirement to let you know how we will manage your personal information. We are aware of the importance of handling your information appropriately and securely. Having this statement helps us to comply with the requirements of data protection law.

What is personal information?

Personal information identifies someone as a living, private individual or could do so if combined with other information held electronically, e.g. on a computer database or CCTV images.

What personal information do we hold?

In order to carry out our business, we collect and use data about our employees, suppliers, service users and customers. We may hold personal information such as a name, address and date of birth and it could be in different formats e.g. photos or video. We could also have sensitive information such as information about health, racial or ethnic origin, or criminal offences.

We will only hold as much information as is needed to carry out the relevant service and it will be kept only for as long as stated in our Retention Schedule.

How do we collect personal information?

In most cases, the information that we have will come from you directly, e.g. when applying for a library card or buying tickets for an event. However, the information could come from another source such as your legal representative, partner, relatives or other agencies such as North Lanarkshire Council.

How will we use your information?

We are registered with the Information Commissioner's Office (ICO) as a Data Controller. This means that we have notified the Information Commissioner about the types of information we collect and the purposes we use it for.

We will only use personal information in connection with the provision, development and improvement of our services. We will advise you of the specific purposes when we collect your data and ask your permission if we would like to use it for a different purpose.

Who will we share personal information with?

If we would like to share your data with a third party we will advise you regarding the specific circumstances and will only share your data with your permission and/or in accordance with data protection law.

How do we manage our responsibilities regarding data protection?

Responsibility within CultureNL Ltd for compliance is as follows:

- the Chief Executive and the Senior Management Team are responsible for implementing and enforcing the North Lanarkshire Council Data Protection Policy and CultureNL Data Protection Statement across all CultureNL services
- line managers, who will make sure that employees are aware of and comply with their responsibilities
- individual employees, who will comply with their responsibilities under DPA

Before we start to handle personal information for a new purpose or make significant changes to the way we handle information, we will carry out a privacy impact assessment at the earliest possible stage in the planning process.

We will ensure that any contractors, who are providing services on our behalf, comply with data protection legislation.

All staff are required to undertake data protection training on a regular basis.

How can you request to see, correct or erase the information we hold about you?

You can make a request in writing to see the information we hold about you. We will provide the information within the legal timeframe.

You have the right to request that your personal information be updated if it is incorrect or misleading.

You can ask us to delete your personal information if you wish to withdraw your consent to us storing it.

To ask for advice, to make a request about your personal information or to view the full North Lanarkshire Council Data Protection Policy contact:

By mail: Records & Archives, North Lanarkshire Heritage Centre, High Road, Motherwell, ML1 3HU

By email: informationrequests@culturenl.co.uk

How will we tell you if we change our Data Protection Statement?

We will change our Data Protection Statement in line with changes to data protection law and will publish any new or amended statement on our website and through other appropriate channels.

More Information

You can get details of our notification to the Information Commissioner and other information about the DPA at www.ico.gov.uk