

Privacy notice

for a) Object Entry and Loan Forms, b) Reader Registration Forms, c) Copying Service Order Forms, d) Enquiry Registers and e) Oral History Forms in Museums, Archives and Local Studies

Who we are:

CultureNL Ltd is a company limited by guarantee and a registered charity. We are an Arm's Length External Organisation (ALEO) of North Lanarkshire Council.

How to contact us:

You can contact us about data protection:

by mail: Records & Archives, North Lanarkshire Heritage Centre, High Road, Motherwell, ML1 3HU or by email: informationrequests@culturenl.co.uk

You can contact our Data Protection Officer:

by mail: Data Protection Officer, North Lanarkshire Council, Civic Centre, Windmillhill St, Motherwell, ML1 1AB or by email: AitkenA@northlan.gcsx@gov.uk

Why do we need your personal information and what do we do with it?

You are giving us your personal information to allow us to do at least one of the following:

- a) to record an accession to one of our collections or loan an item in our collections;
- b) to allow you to use our unique archives collections for onsite research;
- c) to provide you with copies of items from our collections in compliance with copyright legislation;
- d) to complete your enquiry, collate user statistics and to enable auditing of these statistics; and
- e) to confirm copyright clearance for our Oral History collection.

We also use your information to verify your identity where required, e.g. if you are accessing your own information in the archives.

Legal basis for using your information:

Processing your personal information is necessary for the performance of a task carried out in the public interest. If you do not provide us with the information we have asked for then we will not be able to carry out these tasks which include services to you.

Who do we share your information with?

Normally we will not share your information within or outwith our organisation. However, where the law requires this we will share personal information, e.g. we will generally comply with requests for specific information from other regulatory and law enforcement bodies where this is necessary and appropriate. Information provided on copyright forms may be used as legal evidence should legal proceedings ensue regarding the use of the copies provided.

How will we use your information?

- a) **Object Entry and Loan Forms** - Your information will be stored in paper files and as a digital copy. Your name only will also be included in our Accessions spreadsheet.
- b) **Reader Registration Forms** - Your information will be stored in paper files as well as on our enquiries Database. We will also retain a copy of our response to you (if provided in writing). We will only use your information for the purposes stated above
- c) **Copying Service Order Forms** - Your information will be stored in paper files. We will only use your information for the purposes stated above
- d) **Enquiry Registers** - Your information will be stored in paper files as well as on our enquiries database. We will also retain a copy of our response to you (if provided in writing). We will only use your information for the purposes stated above.

- e) **Oral History Forms** - Your information will be stored in paper files and as a digital copy as outlined in your agreement with CNL.

Your information is also analysed internally to help us improve our services.

How long do we keep your information for?

We maintain a records retention and disposal schedule which sets out how long we hold different types of information for. You can view this on our website at <https://culturenl.co.uk/privacy-statement/> or you can request a hard copy from the contact address stated above.

Information relating to reader registration or enquiries is kept for five years. Information relation to deposits in the collection and copyright is retained permanently.

Your rights under data protection law:

- **access to your information** – you have the right to request a copy of the personal information that we hold about you.
- **correcting your information** – we want to make sure that your personal information is accurate, complete and up to date. Therefore you may ask us to correct any personal information about you that you believe does not meet these standards.

Restricting how we may use your information – in some cases, you may ask us to restrict how we use your personal information. This right might apply, for example, where we are checking the accuracy of personal information that we hold about you or we are assessing the objection you have made to our use of your information. This right might also apply if we no longer have a basis for using your personal information but you don't want us to delete the data. Where this right is realistically applied will mean that we may only use the relevant personal information with your consent, for legal claims or where there are other public interest grounds to do so.

Please contact us as stated above if you wish to exercise any of these rights.

Information you have given us about other people:

- a) If you have provided anyone else's details on the Object Entry Form, please make sure that you have told them that you have given their information to CultureNL Ltd. We will only use this information in the unlikely event that we have further questions about the donation. If they want any more information on how we will use their information they can visit our web site at <https://culturenl.co.uk/privacy-statement> or email informationrequests@culturenl.co.uk.
- b) You may have provided us with consent information to look up a third party's details in our records. The same conditions apply to their information as to the information you provided us about yourself.

Complaints:

We aim to directly resolve all complaints about how we handle personal information. However, you also have the right to lodge a complaint with the Information Commissioner's Office, who can be contacted by post at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Visit their website for more information at- <https://ico.org.uk/concerns>

More information:

For more details on how we process your personal information visit <https://culturenl.co.uk/privacy-statement> or contact us by telephone (01698 274589).