

## Privacy notice for Museums & Heritage Visitor and Learning Services, CultureNL Ltd

### Who we are:

CultureNL is a trading name of Culture and Leisure NL Ltd. Culture and Leisure NL Ltd is a registered Scottish charity, charity number SCO 43891. We are an Arm's Length External Organisation (ALEO) of North Lanarkshire Council.

### How to contact our Data Protection Officer:

To ask for advice or to make a request about your personal information contact us:

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

*By email: [informationrequests@culturenl.co.uk](mailto:informationrequests@culturenl.co.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 take bookings and provide you with **Museums & Heritage Visitor and Learning Services**. We also use your information to verify your identity where required and to maintain our records. To do this we may contact you by post, email, text or telephone.

If you have opted in to marketing we will contact you in the way you have agreed and give you information about e.g. workshops, classes, events and activities or upcoming seasonal programmes.

### 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 provide this service to you.

If you have opted in to marketing we will process your information based on consent.

### Who do we share your information with?

ArtFund Services Ltd act as a data processor for Culture and Leisure NL Ltd to take online bookings and we will share your information with them in order to allow you to make an online booking.

Apart from the booking process, we will not normally share your information within or outwith our organisation. However, where the law requires 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.

### How long do we keep your information for?

We only keep your personal information for the minimum period amount of time necessary. Sometimes this time period is set out in the law, but in most cases it is based on the business need. 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.

### 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.
- **Deletion of your information** – you have the right to ask us to delete personal information about you where:

- I. you think that we no longer need to hold the information for the purposes for which it was originally obtained
- II. you have a genuine objection to our use of your personal information – see *Objecting to how we may use your information* below
- III. our use of your personal information is contrary to law or our other legal obligations.
- IV. we are using that information with your consent and you have withdrawn your consent – see *Withdrawing consent to using your information* below.

**Objecting to how we may use your information:** You have the right at any time to tell us to stop using your personal information for direct marketing purposes.

**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.

**Withdrawing consent to use your information** – Where we use your personal information with your consent you may withdraw that consent at any time and we will stop using your personal information for the purpose(s) for which consent was given. Contact us on [artsdevelopment@culturenl.co.uk](mailto:artsdevelopment@culturenl.co.uk) for your details to be removed.

**Information you have given us about other people:**

If you have provided anyone else's details on this form, please make sure that you have told them that you have given their information to CultureNL Ltd. We will only use this information to contact those people or you in the event of an emergency. 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](mailto:informationrequests@culturenl.co.uk).

**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).