

# Privacy Notice: Durham County Records Office

This Privacy Notice tells you about what information we collect about you, how we use that information and who we share it with.

## 1. Who we are and what we do

Durham County Record Office collects, conserves, secures and makes accessible historical records relating to County Durham and Darlington to enable learning and education, business operations, local accountability, and personal enrichment.

For the purposes of Data Protection, Durham County Council is the Data Controller

## 2. What type of personal information do we collect and how do we collect it?

We may collect the following types of Personal Data:

- Your name, address, email address, telephone number and other contact information that allow us to meet our organisational obligations

We collect your Personal Data:

- When you donate or deposit archives with us
- When you contact us via letter, email or telephone
- When you register with us to use the archives
- When you book a place for a course, talk or event
- When you sign up to a mailing list
- When you complete customer satisfaction surveys (you are not obliged to respond to them)

## 3. What is our lawful basis to obtain and use your personal information?

We obtain and process your Personal Data because:

- The data subject [you] has given explicit consent
- Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller [DCRO]

## 4. What is your personal information used for?

We use your Personal Data:

- To protect and secure the archives in our care
- To record the conditions under which archives are placed in our care
- To register you as a customer
- To respond to your enquiry
- To inform you of talks, courses or events that may interest you
- To monitor the quality of our service
- To help with research and planning of new projects

## **5. Will your personal information be shared?**

We do not share your Personal Data.

## **6. How do we keep your information secure?**

The security of your personal information is important to us. The records we keep about you are secure and are confidential within the Council. The Council have a range of procedures, policies and systems to ensure that access to your records are controlled appropriately.

Anyone who receives information from us is also under a legal duty to only use the information for the purposes agreed and keep the information secure and confidential.

## **7. How long will we keep your personal information?**

We keep your information as a business record. We will keep your information for different periods, for example:

- Personal data relating to enquiries, courses, talks, events and surveys is kept for up to seven years.
- Personal data when you subscribe to a mailing list is kept until you unsubscribe.
- Personal data relating to deposit/donation of archives is kept in perpetuity.
- Personal data relating to copyright/publication may be kept in perpetuity.
- Personal data relating to use of original archives in person may be kept in perpetuity for their security.

## **8. Personal information processed outside of the European Union (EU)**

We do not process your personal data outside of the EU

## **9. Marketing**

At no time will your information be used or passed to others for marketing or sales purposes, or for any commercial use without your express consent.

## **10. What are your information rights?**

Your Information Rights are set out in the law. Subject to some legal exceptions, you have the right to:

- request a copy of the personal information the council holds about you
- have any inaccuracies corrected;
- have your personal data erased;
- place a restriction on our processing of your data;
- object to processing;

To exercise your rights, you can apply on line or download an application form from the [DCC website](#) or you can contact the data protection team at [inforights@durham.gov.uk](mailto:inforights@durham.gov.uk)

To learn more about these rights please see the [ICO website](#).

## **11. Further Information**

Our Data Protection Officer (DPO) provides help and guidance to make sure we apply the best standards to protecting your personal information. If something goes

wrong with your personal information, or you have questions about how we process your data, please contact our Data Protection Officer at [DPO@durham.gov.uk](mailto:DPO@durham.gov.uk) or write to:

DPO  
Floor 4 Room 143-148,  
Durham County Council  
County Hall,  
Durham County Council  
DH1 5UF

If we have not been able to deal with your query, you can also contact the Information Commissioner's Office:

Information Commissioner's Office  
Wycliffe House  
Water Lane Wilmslow  
Cheshire  
SK9 5AF  
Telephone: 0303 123 1113 (local rate) or 01625 545 745