

Public Service Delivery Data Privacy Notice

Your personal data – what is it?

Personal data is information relating to a living individual who can be identified from that data. Identification can be by the information alone, or together with that data and other associated information, which is in the possession of, or likely to come into the possession of the 'Data Controller'. In the UK, the processing of personal data is governed by the General Data Protection Regulation, also known as the GDPR.

Who we are?

Tower Hamlets Local History Library & Archives is part of the London Borough of Tower Hamlets, also referred to as Tower Hamlets Council. The Council (contact details below in the 'Who can I contact?' section) is what is known as the 'Data Controller' of the personal data you provide to us. This means it determines how your personal data is processed and for what purposes.

Why we need your personal data?

We collect and use your personal data as part of our public service delivery for the following purposes:

Reader Registration Forms

- a) To ensure all visitors using our Reading Room for their research are registered onto our system, which will help us manage our library and archival collections in a secure manner, and in line with our Reading Room regulations.
- b) To enable us to follow up with our registered users who were in our Reading Room on a given date in the event of a theft or other security issue.
- c) To enable us to contact our registered users should we need to inform them of an issue related to their visit (e.g. a query about their research; if they have accidentally left behind some property etc.).
- d) To capture data about those using our service (visitor's address and reason for visit) in order to better understand where our readers come from and why they use the collections, and make improvements to the service based on this information.

Requests to join our Newsletter Mailing List

- e) To keep an accurate and up to date mailing list for our email newsletter by adding any readers who have chosen to join this group on their Reader Registration Form, via hard copy mailing list sign-up sheets provided at our events, and through requests made by email.

Enquiries about our collections/services (written format)

- f) To respond to enquiries about our collections/services received by email and post.

- g) To capture statistical data about the amount and type of enquiries received and make improvements to the service based on this information.

What is the legal basis for processing your personal data?

We use the following legal grounds to process your personal data. Although, some of these may overlap, we have highlighted which legal basis we use from the GDPR for what purposes (listed above):

- Public task – **a), b), c), d), e), f), g)** above
- Consent – **e)** above

How do we process your personal data?

Tower Hamlets Local History Library & Archives complies with its obligations under the GDPR by:

- Processing your personal data in a lawful, fair and transparent manner.
- Collecting only personal data which is adequate and relevant to the purposes we have specified in this notice.
- Not keeping your personal data longer than necessary for the purposes we have specified in this notice.
- Ensuring your personal data is accurate and up-to-date.
- Implementing appropriate technical and organisational measures to protect your personal data against unauthorised or unlawful processing, accidental loss, damage or destruction.

Types of personal data we process

We process your personal data relevant to the above purposes. This includes:

- Full name
- Contact details e.g. address, email, telephone number, etc.

Who the information may be shared with

All your personal data is treated as strictly confidential and is mainly processed by our staff at Tower Hamlets Local History Library & Archives. For the purposes of IT hosting and maintenance, some of your personal data is also located and backed up onto external servers, which are located within the European Union and the United States. No third parties (apart from those specified in this notice) have access to your personal data unless the law allows them to do so.

Where required we share your personal data for the purposes we have specified in this notice with the following:

- Internal departments within Tower Hamlets Council
- External partners and agencies involved in delivering services on our behalf

The council has a duty to protect public funds and may use personal information and data-matching techniques to detect and prevent fraud, and ensure public money is targeted and spent in the most appropriate and cost-effective way. Information may be shared with internal services and external bodies like the Audit Commission, Department for Work and Pensions, other local authorities, HM Revenue and Customs, and the Police. This activity is carried out under social protection law.

How long is your personal data kept?

For information on how long we keep your personal data, please refer to our Directorate Retention Schedule here:

https://www.towerhamlets.gov.uk/lgnl/council_and_democracy/data_protection_free_dom_of_retention_policy.aspx. Alternatively please ask a member of staff if you would like to see a hard copy of this document.

Further processing

If we wish to use your personal data for a new purpose, not covered by this Data Privacy Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions.

Transfers of personal data

Some of your personal data on this privacy notice is processed outside of the European Economic Area (EEA), with the assurance of an Adequacy Notice.

What are your rights?

Unless subject to an exemption under the GDPR, you have the following rights with respect to your personal data:

- Request to access a copy of your personal data, which we hold about you.
- Request to rectify your personal data if you find it to be inaccurate or out of date.
- Request to have your personal data erased where it is no longer necessary for us to retain such data.
- Request to have a restriction placed on further processing of your personal data when there is a dispute in relation to the accuracy or processing of your personal data.
- Request to obtain a copy of your personal data in a common machine-readable format and transmit that data directly to another organisation.
- Withdraw consent to the processing of your personal data at any time. Please note if you withdraw consent then you will no longer receive details of our upcoming exhibitions, events and other local history news.

Who can I contact?

If you have any questions about how your personal data is being used please contact Tower Hamlets Council's Data Protection Officer by email:

DPO@towerhamlets.gov.uk. You can also write to us at: Tower Hamlets Council, Town Hall, Mulberry Place, 5 Clove Crescent, London E14 2BG.

How do I complain?

If you are not satisfied with the way your personal data is being handled, or with the response received from us, you have the right to lodge a complaint with the Information Commissioner's Office at Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF, via email: <https://ico.org.uk/global/contact-us/email/> or by telephone: 0303 123 1113.