

## Durham County Record Office Privacy Notice

Durham County Council

Transformation and Partnerships

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.

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)

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]

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

We do not share your Personal Data. We do not send personal information outside the EU.

The security of your personal information is important to us. This is why we follow a range of security policies and procedures to control and safeguard access to and use of your personal information. Our systems and networks control access to your personal information. Our staff are trained in how to protect your information and know to report when something goes wrong.

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.

At no time will your information be passed to organisations external to Durham County Council for marketing or sales purposes or for any commercial use without your prior express consent.

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

- Have any inaccuracies corrected
- Have your personal data erased
- Place a restriction on our processing of your data
- Object to processing
- Request your data to be ported (data portability)

To exercise any of these rights, please contact the County Archivist in the first instance.

You also have the right to request a copy of the personal information Durham County Council holds about you. You can find information on how to do so [here](#) .

To learn more about these rights please see the Information Commissioner's (ICO) website.

If something goes wrong with your personal information, or you have questions about how we use it, please contact the Data Protection Officer at [DPO@durham.gov.uk](mailto:DPO@durham.gov.uk).

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

Wycliffe House

Water Lane

WILMSLOW

SK9 5AF

Telephone: 0303 123 1113 (local rate) or 01625 545745

Fax: 01625 524510