

Watford Museum Privacy Notice

Privacy Notice for Watford Museum, which explain details of what information we collect from you, what we do with it and who it might be shared with.

How we will use your information

Processing of your personal data by Watford Borough Council (WBC) is necessary to run the Museum Supporters Scheme. Without this information, the Museum Service within WBC may not be able to fulfil this task.

Your details will be legitimately shared within Museums area in a safe and secure manner. Your personal details will not be shared further, unless in relation to safeguarding or other legal obligations.

Your records will be safely stored and retained in line with our retention policy, unless we need to retain under another lawful basis.

You have a number of rights in relation to the information including the right of access to information we hold about you and the right to complain if you are unhappy with the way your information is being processed. For further information on how we process your information and your rights please click the following link

What information do we collect from you?

We may collect your name, address, email address and telephone number. We collect your name and vehicle registration number if you require a car parking permit. If you donate items to us we may collect details of your local or family history in relation to the item. Sometimes we collect other information you may feel is sensitive to you. This might include information about your disability, sexual orientation, sex, ethnicity, political opinions or socio economic status. We may also collect photographs if you donate items or if you attend events organised by Watford Museum.

If you visit the Museum we may also capture CCTV images of you.

Why do we collect this information?

To provide a Museum service to residents and visitors, and to create a Cultural and Learning Hub, because it is in the wider public interest to do so. If you do not give us your personal information, we may be unable to provide this service.

In some cases, if you subscribe to our mailing lists or take part in audience research, we need your consent. You can tell us to stop using your information at any time. But we may have to stop providing the service to you.

Who might we share your information with?

We do not share your information with any third parties including contractors, service providers or partner organisations.

We are a part of WBC and information is shared internally within the council.

What do we do with your information?

We use it to provide and improve our Museum service, and to improve our collections documentation and archival research. We won't use it for any other purposes without your consent, or without telling you first.

Sometimes we have to give it to other authorities, organisations or people. This would be for the prevention or detection of crime, or because of legal matters, for example. We don't need your consent to do this, but if we can, we'll let you know if we've passed your information on.

What are your Rights under GDPR

Your rights under the General Data Protection Regulation are:

- The right to be informed
- The right of access
- The right to rectification
- The right to the rectification, blocking, erasure or destruction of your information in certain circumstances.
- The right to restrict processing
- The right to data portability
- The right to compensation if Watford Borough Council fail to comply with certain requirements of General Data Protection Regulation in respect of your information.

For further information please refer to www.ico.org.uk

How long to we keep hold of your information?

For as long as we need it. Once we no longer need it, we will keep it for a set period (a retention period) but not use it. When the retention period expires we will delete your information from our records on the following schedule:

CCTV images	1 year
Car registrations	
Booking forms	
Contracts	5 years
Financial records	
Volunteer & Friends of Watford Museum records (from end of volunteering period/Friends membership)	10 years
Evaluations and collected assessment data	In perpetuity
Collections and research	

Our website

Your privacy when using our websites

Our websites are provided to support the services we provide as a local authority.

Providing visitors with anonymous access

You can access our website home page and browse our sites without disclosing your personal information except on pages or forms where it is clearly stated otherwise.

The services and links from our websites

Any links to third party web service providers from our websites will be made clear.

Automatic collection of information

We do not automatically log personal data nor do we link information automatically logged by other means (such as cookies) with personal information about specific individuals.

Our purposes for collecting personal information

We do not collect any personal information from our visitors when they use our online services except where this is obvious (for example sending staff messages via the website or online booking forms). Wherever you are asked to provide personal information, you will be given an opportunity to read an explanation of why it is required and anything else necessary to keep you informed.

We do not collect information about our online visitors from other sources, such as public records or bodies, or private organisations except where this is necessary to provide a service. We will clearly indicate when this is the case.

How can I access the information you hold about me, find out further information on privacy rights, or raise a concern?

You contact our Data Protection Officer via email on legalanddemocratic@watford.gov.uk or by writing to: Bahzad Brifkani, Data Protection Officer, Democracy and Governance, Town Hall, Hempstead Road, Watford, WD17 3EX

Complaints Procedure

Should you need to make a complaint about the way your data has been processed, please contact the Data Protection Officer on legalanddemocratic@watford.gov.uk outlining your issues or if you are not fully satisfied you may contact the Information Commissioner's Office online at www.ico.org.uk/concerns or via their helpline: 0303 123 1113.. Please follow this link for further information on the complaints process.

If you remain unhappy you also have a right to complain to the Information Commissioner's Office www.ico.org.uk