

Privacy Notice (Research Services)

This privacy notice explains how we use any personal information we collect from researchers who request information about our collections, arms and armour, the Tower of London and related subjects, or who visit the museum to study our collections.

Answering requests for information about the museum's collections etc.

The museum receives a large number of enquiries each year as part of its role to promote the public's enjoyment and understanding of its collections, arms and armour, the Tower of London and related subjects. Many of the enquiries we receive are a rich source of information, and so we retain some permanently in the museum's archives. This information will not normally be made publicly available for a period of up to a maximum of 100 years (the assumed lifetime of an individual), but access may be granted for historical and statistical research in very limited circumstances. Where this is the case the museum will be guided by the [Code of Practice for Records Managers and Archivists](#). If you do not wish us to keep a copy of your enquiry we shall destroy it after a period of two years.

Accessing the museum's collections

The museum is required as part of its public task to ensure that its collections are preserved from loss or damage. As a result access to the museum's collections for research is by appointment only and is strictly controlled for security purposes. We will use your personal information to verify your identity and confirm your current address. This information will not be made publicly available, but may be shared with the police or security services in the event of a theft from the collection or other serious incident. It will be retained for a period of up to three years, and then be destroyed.

Filming/photographing the collection

Researchers who wish to film or photograph objects in the museum's collection for non-commercial research or private study are required to complete a declaration form. This information is used to ensure that researchers comply with the museum's terms and conditions regarding the use of the collections, and to protect the rights of individuals and organisations who may have lent objects to the museum. Where

researchers give their consent, we will retain this information permanently in the museum's archives. If you do not wish us to keep a copy of your declaration form we shall destroy it after a period of two years.

Copying library or archive material

Researchers who wish to copy published or unpublished material held in the museum's library or archives for non-commercial research or private study are required to complete a declaration form. This information is used to ensure that researchers comply with the museum's terms and conditions regarding the use of the collections, and to protect the rights of copyright holders. Where researchers give their consent, we will retain this information permanently in the museum's archives. If you do not wish us to keep a copy of your declaration form we shall destroy it after a period of two years.

Researchers who wish to film or photograph objects in the collections, or to copy published or unpublished material held in the museum's library or archives for commercial purposes should contact the museum's image library at licensing@armouries.org.uk, or by writing to the Image Library, Royal Armouries, Armouries Drive, Leeds, LS10 1LT.

Improving our services and facilities

We may also use the information you provide when you access our collections or request information from us to request feedback on your experience or to participate in a user survey. We use this information to help us evaluate our performance, and to improve our services. These comments are usually anonymous, and after the information has been summarised, the forms are destroyed. However some researchers provide contact details because they wish to receive a response from us. In this instance we will keep a record of your comments and our response for a period of one year after which they will be destroyed.