

## **Privacy Notice (Accident Records)**

When we ask you to provide personal information we will let you know why we are asking, and how we will use your data, and will direct you towards our privacy statement for further information. This privacy statement explains how we use any personal information we collect in the event of an accident occurring to one of our visitors.

### **1. What information do we collect about you?**

The personal information we collect either from visitors who have an accident when they visit the museum, or from visitors who may witness an accident may include:

- Name
- Contact details for communications, e.g. postal address, email address and telephone number
- Information relating to the incident
- Photographs of any injuries
- Details of correspondence sent to/received from you

### **2. How will we use the information about you?**

#### **Recording the accident**

In the event of an accident occurring to one of our visitors we are legally required to record the incident. This information will be summarised and anonymised for reporting purposes. We will keep records relating to the incident for three years, and then destroy them, unless the accident occurred to a child, when the records will be retained for three years after the date of their eighteenth birthday, and then destroyed.

#### **Investigating the accident**

If we carry out an investigation of the accident we will anonymise your personal information, and only use your contact details to ask you for further details or to respond to any communications we receive from you. In the event of a serious accident we may be required to share your personal information with the Health and Safety Executive, and to disclose it as evidence in any legal proceedings. We keep accident investigation records either for three years after the date of the incident (unless the accident occurred to a child, when the records will be retained

for three years after the date of their eighteenth birthday), or for six years after the completion of any legal proceedings.

### **CCTV recordings**

CCTV is used extensively throughout the museum to protect our visitors and staff, to deter and detect crime, and to assist in the investigation of incidents. We abide by the CCTV Code of Practice in the management of any information recorded, and the footage is usually kept for 30 days and then destroyed, unless there is a need to retain it as evidence as part of an on-going investigation and in case we are required to disclose it as evidence in any legal proceedings. Further information may be found in our CCTV Policy.

## **3. How we ensure your information is up to date?**

We carry out routine checks of the personal information we collect to ensure that it is accurate and up-to-date. We will also contact you from time to time to check that any information we hold about you is relevant for the purposes of processing.

## **4. Who we share your information with?**

We will not sell your details to any third parties, nor disclose your personal information to any third parties or external organisations, other than those data processors and service providers carrying out work on our behalf. The museum carries out comprehensive checks on any companies working on our behalf before we work with them, and puts contracts in place in line with the Data Protection Act 2018, that sets out our expectations and requirements, especially regarding how they manage your personal information.

In the event where we wish to share your personal information in a way that is not covered in this statement, we will apply for your explicit and informed consent.

## **5. How we keep your information secure**

The museum has implemented security procedures to ensure that the personal information under our control is protected from unauthorised access, improper use, unauthorised modification, accidental or malicious disclosure. All employees and data processors are obliged to respect the confidentiality of the personal

information of our visitors, friends and supporters. Your information will be retained within our secure information systems for as long as you continue to engage with us, and will then be securely destroyed or transferred to the museum's archives as appropriate.

## **6. How you can access to your information**

The museum complies with the terms of the Data Protection Act 2018, and you have the right to request a copy of the personal information that we hold about you at any time by emailing or writing to us at the contact details below. There is usually no charge for making this request, and we will normally respond to you within one month (twenty working days). However if we hold a large amount of information about you or your request is complicated, then we may need to charge you a reasonable fee, based on the cost of providing the information, and extend the deadline by up to two months. We will advise you of any charges or delays in responding to your request.

You also have the right:

- to have your personal information rectified if it is inaccurate or incomplete;
- to request the deletion or removal of your personal information (the right to be forgotten);
- to 'block' or suppress the processing of your personal information;
- to obtain and reuse your personal information for your own purposes across different services;
- to object to processing based on legitimate interests or the performance of a task in the public interest/exercise of official authority (including profiling); direct marketing (including profiling); and processing for purposes of scientific/historical research and statistics; and
- not to be subject to a decision when it is based on automated processing, and it produces a legal effect or a similarly significant effect on you.

We will fully respond to any requests to remove, change or provide any personal information you have given to us. We will keep a record of your request for a period of two years in order to show that we have complied with the Act after which it will

be destroyed. For further information on your rights visit the Information Commissioner's website, <https://ico.org.uk/for-the-public/>.

## **7. How to contact us?**

If you have any questions about our privacy policy or the information we hold about you please contact our Data Protection Officer:

Philip Abbott  
Data Protection Officer  
Royal Armouries  
Armouries Drive  
Leeds  
LS10 1LT  
[dpa@armouries.org.uk](mailto:dpa@armouries.org.uk)

If you feel that we have not upheld your rights and wish to make a complaint, you should contact our Data Controller:

Malcolm Duncan  
Data Controller  
Royal Armouries  
Armouries Drive  
Leeds  
LS10 1LT  
[dpa@armouries.org.uk](mailto:dpa@armouries.org.uk)

## **8. Information Commissioner**

If you are not satisfied with our response to your request to remove, change or provide any personal information, or if you believe that we are not processing your personal information in accordance with the law, you have the right to complain to the Information Commissioner's Office:

Information Commissioner's Office  
Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Telephone 0303 123 113

Website: [www.ico.org.uk](http://www.ico.org.uk)

## **9. Date of review**