

Personal Data of Service Users of the Archives

About us

The Planned Environment Therapy Archives and Special Collections are part of the Mulberry Bush Organisation. The data controller processing your data is the Mulberry Bush Organisation. We are registered as a data controller with the Information Commissioner's Office (our notification number is Z472183X) and we are committed to ensuring that the personal data we process is handled in accordance with data protection legislation.

What we collect

We hold and process personal data about customers and users of our services. This includes internal and external researchers, archive donors, volunteers and business contacts. We only collect the data we need and keep the data up-to-date.

Depending on the nature of your relationship with us, the personal data we hold about you consists of:

- Full name
- Postal address
- Email address
- Telephone number
- Payment details (if you have placed a copying order with us)
- Date of birth
- Biographical details
- Signature

We receive this data from you when you contact us, place a copying order with us, visit our search room, take part in an event, make donations to the Archives, volunteer with us, complete feedback surveys, follow us on social media platforms or supply us with this information for any other purpose.

Why we collect information

The Planned Environment Therapy Archives and Special Collections only collects the data we need. We collect your personal data for a number of purposes:

- Telling you about our services that you have previously used or expressed an interest in
- Processing requests to access archives
- Processing copying orders
- Managing applications for volunteering
- Managing your volunteering with us
- Carrying out administrative functions and record-keeping in relation to our archive collections
- Retaining records of business contacts, including those that we make payments to such as suppliers
- Administering projects that we lead or are partners in
- Maintaining business relationships and project partnerships
- Managing researcher liaison and services
- Responding to enquiries and requests
- Promoting our Archives via social media

We do not use the data we collect to make decisions about individuals or to analyse information on an individual level.

We take our obligations for data handling very seriously and it is therefore important for you to know that the lawful basis for us processing your information is:

Compliance with a legal obligation

In some instances we are obliged to process your personal data to comply with legal obligations. For example, when you ask for copies of materials we keep your details to comply with copyright legislation.

Public interest

Processing is necessary for the performance of a task carried out in the public interest, which for the Planned Environment Therapy Archives and Special Collections is the provision of learning, research and archiving.

Legitimate interests

For all other personal data we hold, processing is necessary for the purposes of the legitimate interests of the Planned Environment Therapy Archives and Special Collections.

These purposes will never override your personal interests, fundamental rights and freedoms which require protection of your personal data. We determine whether this lawful basis is appropriate by weighing our requirement against the impact of the processing on you.

Processing information

The Archives and Special Collections processes personal data and special category data in accordance with data protection legislation. Most data that we hold is part of our administrative recordkeeping or as evidence of business activities.

We integrate personal data contained within orders, applications and enquiries within administrative systems to ensure the effective processing and completion of your requests.

We record archive donor information to provide evidence of the provenance of gifts to the Archives and Special Collections and provide a means for ongoing communication.

We analyse figures about researchers, enquiries, materials retrieved from the Archives and Special Collections, social media interactions and event attendance to provide statistical data about engagement with our collections and activities. These details are anonymised.

We transfer appropriate records to our Archives and Special Collections as part of the institutional record.

Retention of information

We keep your personal data in accordance with retention schedules. This means that your data is usually kept for a maximum of 10 years, depending on the records, then destroyed.

For records related to archive collections, we hold these for the life of the archive. Some records may be retained within the Archives and Special Collections' historical archive for permanent preservation, these include records which represent the history of the Archives and Special Collections itself.

Your rights

You have the right to ask us to confirm that your personal data is being processed and to access (i.e. have a copy) of that data as well as to be provided with supplemental information about the processing.

Where the data we hold on you is inaccurate, you may request that we rectify these inaccuracies.

You have the right to have your data erased by us, although in certain circumstances we may not be able to do this. For instance, if the information relates to the deposit of an archive collection.

Contact

If you have further questions about our collections development please contact:

archives@mulberrybush.org.uk

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10/11/2021	1.1	Debra Doggett, Senior Archivist