



Data Privacy Policy

This document sets out the details of the privacy policy of Malton Museum.

Malton Museum” is the working title of the Malton Museum Charitable Incorporated Organisation (CIO) (number 1176471). It is an Accredited Museum under Arts Council England’s Museum Accreditation Scheme). Malton Museum CIO is a charity registered with the Charity Commission and is the successor body to the Malton Museum Foundation, (Charity number 508224). This policy applies to both bodies.

Our postal address and other contact details are:

Malton Museum
The Subscription Rooms
36 Yorkersgate
Malton
YO17 7AB
01653 691262
Enquiries.maltonmuseum@gmail.com

We have created this document with headings which we hope are helpful –

1. What information we collect about you and why
2. What we do with your information
3. Specific areas we may ask for your personal data and why
4. Who we might share your information with
5. How we keep information secure
6. How can I access the information about me
7. Cookies
8. Social Media
9. Changes to our privacy policy
10. How to contact us
11. Data Retention Policy



1. What information we collect about you and why

We will only ever collect the information we need – including data that will be useful to help improve our services. We collect two kinds of information:

- non-personal information such as IP addresses (the location of the computer on the internet), pages accessed and files downloaded. This helps us to determine how many people use our sites, how many people visit on a regular basis, and how popular our pages are. This information doesn't tell us anything about who you are or where you live. It simply allows us to monitor and improve our service.
- personal information such as name, postal address, phone number, email address, date of birth (where appropriate), information about your interests and hobbies etc.

During your visit to or from Malton Museum, or to our web-site or email, you may be asked to provide personal information, in the following circumstances:

- When you make a donation and/or agree to gift aid
- When you make a booking (individual and/or a Group bookings)
- When you make an enquiry or ask a question and ask for someone to contact you
- When you complete a comment or feedback card/survey
- When you agree to join an electronic newsletter list
- When you receive first aid or emergency assistance
- When you donate an object or archive material to the museum
- If you decide to volunteer, become a trustee or work with us

The information we might ask you to provide may include:

- Yours name, title and address
- Your postcode
- Your telephone numbers
- Your email address
- Age if appropriate (children's evaluation and volunteer form)
- Bank card or other payment details if appropriate
- References if appropriate
- Employment records if appropriate

2. What we do with your information

We only use the information for the purpose it is given and nothing else. It is retained for only the minimum period of time appropriate to the circumstance. This is set out in the data retention policy, which can be found at the end of this document.



We only collect the information that we need or that would be useful to us in our quest to provide the best possible service. We never sell your data and we will never share it with another company or charity for marketing purposes.

We only share data where we are required by law or with carefully selected partners who do work for us. All our partners are required by their contract to treat your data as carefully as we would, to only use it as instructed, and to allow us to check that they do this.

You can opt out of any or all of our communications at any point simply by contacting: The Hon Secretary (data controller), Malton Museum, The Subscription Rooms 36 Yorkersgate, Malton, YO17 7AB, 01653 691262

3. Specific areas we may ask for your personal data and why

Gift Aid: in order to make a claim to HMRC we need to ask for your name, address and post-code and whether or not you are a UK tax payer. If you are not a UK taxpayer you cannot 'gift aid'.

Enquiries, questions and complaints: you can talk to us verbally and ask us questions. You do not have to give us any personal information. If you would like a follow up or for someone to contact you we will ask for your preferred contact details. We normally respond in the same manner as we receive the question/query/complaint, unless otherwise requested.

Comment cards: we like to receive comments and feedback on our activities and facilities. We have a paper comment book and paper visitor surveys. On this comment card we ask for your post-code, but you don't have to provide it if you do not wish to do so. If you do, we use the information to inform us about general demographics of our visitors. You do not need to give any other personal details. We will not use any contact details unless you give them with the specific intention of expecting a reply or have agreed to join our newsletter. We may use your comments when we report back to funders and for fundraising purposes however we will not disclose your personal details.

Marketing: we would like to send you information about products and services of ours and other companies in our group which may be of interest to you. If you have consented to receive marketing, you may opt out at a later date. You have a right at any time to stop us from contacting you for marketing purposes. If you no longer wish to be contacted for marketing purposes please contact The Hon Secretary (data



controller), Malton Museum, The Subscription Rooms, 36 Yorkersgate, Malton, YO17 7AB, 01653 691262

First-Aid and emergencies: we hope you have a trouble-free visit, but if in the unfortunate circumstances you need emergency assistance, or if you experience an incident that needs reporting on Health and Safety grounds, we may ask for some personal contact details. If so these are used for that purpose only, for example to contact you again for insurance purposes or to discuss an event or incident. Incidents may be discussed at H&S management meetings but with personal data removed.

Electronic Newsletter: we produce a regular e-newsletter sent by email. This is sent to those who gave express permission to receive it. We will not send you this newsletter if not requested. We will not use your contact details collected for another purpose (i.e. gift-aid) to send you this e-newsletter.

Bookings and orders: in order to book activities or events it may be necessary to ask you for your personal details such as email, telephone number or postal address to complete the booking. This data is only used for that booking and nothing else.

Contractors: Malton Museum routinely purchases and contracts services and goods from external providers and manufacturers. If you are a supplier of goods and services we will use and maintain any contact details which may contain personal details securely and for the sole purpose of executing the terms of the contract. We will not share these details with anyone else.

Donations: if you wish to donate a physical object, archive material, photographs or similar information, we will ask for basic contact details and ultimately a signature on an 'entry' form, which acts as your receipt. We may ask for additional details about the object or archive item, such as where did you acquire it, or what you can remember about it. If you are donating cash (for example a collection box) there is no obligation to provide any personal details, though gift-aid forms are available. Cheque and other donations for either specific campaigns or general donations will be acknowledged/thanked if requested but will not be made public unless expressly negotiated and discussed.

Volunteering: If you decide to volunteer with us, we will ask for your personal details, next of kin and information of any medical conditions which we need to be aware of for health and safety reasons. If you are volunteering with the learning team you may be asked to undertake a DBS check. We will may also ask you to provide referee information this includes a name, email and address information – this information is kept on file but is not used for anything other than seeking references and accessing suitability.



Employment: If you are employed by us, we will abide by employment laws such as national Insurance number, qualifications and elements of data which can be deemed sensitive such as disabilities and medical information.

4. Who we might share your information with

We do not share or sell your personal data that may be collected as part of your visit or booking (or your business contract) to any other person, or organisation, or museum (with the exception of what we are required to do in regards to Gift Aid and the HMRC).

5. How we keep information secure?

We have implemented physical security procedures, rules and IT technical measures to protect the personal data that we have under our control from:

- Unauthorised access
- Improper use or disclosure
- Unauthorised modification

Employees and authorised volunteers who have access to, and are associated with, the processing of personal data, are legally obliged to respect the confidentiality of your personal data.

6. How can I access the information about me?

You can ask us if we are keeping any personal data about you and you can also request to receive a copy of that personal data – this is called a Subject Access request.

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

Applications of this nature should be made in writing to:
The Hon Secretary (data controller), Malton Museum, The Subscription Rooms
36 Yorkersgate, Malton, YO17 7AB, 01653 691262

7. Cookies

We use cookies on our website and social media.

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity. For further information visit www.aboutcookies.org or www.allaboutcookies.org. You can set your



browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However, in a few cases some of our website features may not function as a result.

8. Social media

We operate a number of social media pages (including Facebook, Twitter, and Wordpress). Although this policy covers how we will use any data collected from those pages it does not cover how the providers of social media websites will use your information. Please ensure you read the privacy policy of the social media website before sharing data and make use of the privacy settings and reporting mechanisms to control how your data is used.

9. Changes to our privacy policy

We regularly review our privacy policy and may make changes from time to time. This privacy policy was created on the 29th March 2018.

10. How to contact us

If you have any comments on our privacy notice, or on information we hold about you, please write to:

The Hon Secretary (data controller), Malton Museum, The Subscription Rooms
36 Yorkersgate, Malton, YO17 7AB, 01653 691262

11. Data Retention Policy

We will only keep personal information for the minimum period it is necessary to do so.

Gift Aid: we are obliged to keep gift-aid records for 7 years.

Enquiries, questions and complaints: we will only keep your personal details for the duration of the enquiry or question. Once we have answered, your original query will be deleted (for emails) or shredded, for letters. Complaint resolutions and associated communications will be kept for 1 year.

Volunteer/Trustee Information: We will keep your data whilst you are actively involved with the museum – if after a year you have not been in contact with us we will delete and shred your information.