



## Privacy Notice

This document sets out the privacy policy of Malton Museum; in particular, what information we (the Museum) may collect about you and what we do with it.

### Who we are

Malton Museum  
The Subscription Rooms  
36 Yorkersgate  
Malton  
YO17 7AB

01653 691262

[Enquiries.maltonmuseum@gmail.com](mailto:Enquiries.maltonmuseum@gmail.com)

Malton Museum is the working title of the Malton Museum Charitable Incorporated Organisation (CIO) (Charity number 1176471), the successor to the Malton Museum Foundation (Charity number 508224). This policy applies to both bodies.

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## 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 the IP address of your computer, Web pages accessed and files downloaded. This helps us to determine how many people use our Web site, 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 Malton Museum, or to our web-site or if you contact us by email or phone, 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 or group)
- When you make an enquiry or ask a question and ask us 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 number(s)
- Your email address
- Age, if appropriate (children's evaluation and volunteer form)
- Bank card or other payment details, if appropriate
- References, if appropriate
- Employment record, 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 only for as long as it is required for the purpose for which it was provided. 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 to do so 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 do, to use it only 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 by contacting us at the address shown in section 10 of this document (“How to contact us”).

### **3. When 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 use 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. On the comment cards 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 get in touch with us at the address shown in section 10 of this document (“How to contact us”).

**First-Aid and emergencies:** we hope you have a trouble-free visit to the Museum, but in the unfortunate circumstance that you need emergency assistance, or if you experience an incident that needs to be reported on Health and Safety (H&S) 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 the contact details that you provided for another purpose (e.g. 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 or 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 other material, 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 you acquired it, or what you know of its history. If you are donating cash (for example, into a collection box) there is no obligation to provide any personal details, but Gift Aid forms are available. Cheques and other donations for specific campaigns or for general support of the Museum will be acknowledged/thanked if requested, but will not be made public unless expressly discussed and agreed with the donor.

**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 Disclosure and Barring Service (DBS) check. We will may also ask you to provide information about referees; 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 assessing suitability.

**Employment:** If you are employed by us, information provided by you for that purpose, such as National Insurance Number and details of qualifications will be subject to the Privacy Policy, and any *sensitive* personal information will be held in the strictest confidence.



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

Any personal data we may collect about you will not be shared with or sold to any other person, museum or organisation (with the exception of what we are required to do in regards to Gift Aid and HMRC).

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

We have implemented physical security procedures, policies 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 address shown in section 10 of this document (“How to contact us”).

#### **7. Cookies**

We use cookies on our website and social media.

Cookies are small 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](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://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 if you disable cookies.



## 8. Social media

We operate a number of social media pages (Facebook, Twitter, Instagram 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 to it from time to time. This current version of our Privacy Policy was created on the 29<sup>th</sup> March 2018.

## 10. How to contact us

If you wish to cease to receive communications from the Museum, or if you wish to submit a Subject Access Request, 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 both parties agree that the process has been completed, your original enquiry/question 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/shred your information.