

PRIVACY NOTICE

Your privacy is important to us. This Privacy Notice explains how we collect and use your personal information, how you can control the way in which we use that information and what actions you can take if you would like to change the way in which your information is being used. We will only use your information for the purpose for which you provided it or have given us prior consent for.

Who we are

In this policy whenever you see the terms 'We', 'Us' or 'Our' it refers to Ware Museum. Ware Museum is a Charitable Incorporated Organisation, Registered Charity No. 1181895.

Information we collect

We only collect information about you that we need:

- to provide the service you have requested. This may include: event bookings and online enquiries
- to contact you regarding a service you provide to us eg, event delivery, educational services, technical assistance.

The personal information we collect may include:

- Your name including title
- Age range
- Postal address, email address and phone number
- Gift Aid information
- Employment details
- A record of any correspondence you send us
- Your contact preferences
- Records of donations
- Records of volunteering

When we ask for your personal information we will explain why we need it and direct you to this policy.

How we use the information we collect

We may use your information for a number of purposes, including:

- To process your booking
- To process your donation
- To send you information about Ware Museum and its events
- To send you surveys about our performance
- To send you information about our fundraising activities
- To send you other information you may be interested in
- To contact you about employment or volunteering opportunities with us

We will only use our information for the purpose for which it was collected, after which it will be deleted or shredded. An exception to this is collection donor information which must be retained permanently.

How we share your information

We do not share your personal information with any third party or external organisations for any purpose other than those detailed below, unless we are legally required to do so. Where we do share information we only share what is absolutely necessary to fulfil that contract. We ensure that any transfer of data is done securely, in accordance with best practice and in accordance with UK-GDPR (UK General Data Protection Regulation).

We use the ticket booking platform ArtTickets to process bookings for our events. ArtTickets is the online ticketing system administered by Art Fund. Their full Privacy Policy is available here: [Privacy policy - Art Fund](#)

We may occasionally share anonymised data with our partners to fulfil contracts and for benchmarking, eg The Arts Council. If we do share anonymised data it would not be possible to identify any individual person from the data we share.

Marketing

We will never sell or pass your personal data to a third party for marketing, market research or commercial purposes. We will only use your data ourselves for marketing if you have given us permission.

Other websites

This privacy notice only applies to Ware Museum's website. This site may contain links to and from websites of other organisations. If you go to another website from this one, please read the privacy policy on that website if you want to know what it does with your information.

Access to your information and correction

You have a number of rights about the way we process your data. These are as follows:

- Where our use of your data requires consent, you may withdraw this consent at any time.
- Where we rely on our legitimate interest to process data, you may ask us to stop doing so.
- You may request a copy of the data we hold about you.
- You may change or stop the way in which we communicate with you or process data about you, and if it is not required for the purpose you provided it, then we will do so. Activities like processing Gift Aid donations, or holding a collection item that you have loaned or given us may mean we cannot entirely stop processing your data, but we will always endeavour to comply with such a request.

- You also have the right to make a complaint direct to the UK's data protection authority, the Information Commissioner's Office (ICO). The ICO can be contacted at: <https://ico.org.uk/global/contact-us/>

If you would like a copy of some or all of your personal information please contact the Museum Manager by emailing manager@waremuseum.org.uk.

Before we can supply this information you will need to provide adequate proof of your identity. We will endeavour to provide the information to you within 1 month of the request for information.

We try to ensure all information we store is correct. If however you find that we hold incorrect information please let us know and we will correct it.

How we store your data and keep it secure

We take all reasonable steps to ensure your data is kept secure. We hold personal data in electronic and paper form.

We will keep your information only for as long as we need it to provide you with the goods, services or information you have requested, to administer your contract with us, or are required to for legal / financial reasons.

Electronic information is stored on an encrypted server, which is password protected.

Use of Cookies

Cookies provide information regarding the computer used by a visitor. We may use cookies where appropriate to gather information about your computer in order to assist us in improving our website.

We may gather information about your general internet use by using cookies. Where used, these cookies are downloaded to your computer and stored on the computer's hard drive. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

To learn more about cookies and how to manage them, visit [AboutCookies.org](https://www.aboutcookies.org).

Changes to our Privacy Notice

We regularly review this Privacy Notice. The latest version will be available on our website www.waremuseum.org.uk.

This notice was last updated on 5/3/2024

