



## Topsham Museum Privacy Notice

Topsham Museum (TM) is committed to protecting the privacy of our members, volunteers, contractors, visitors to the museum and members of the public who use our services. We take your privacy seriously and treat all the information you give us with great care.

Our Privacy Notice explains how we collect, store and use the personal information you give to us. Your information is only accessible to our volunteers when it is appropriate and so that they may carry out their role. Under no circumstances will we pass on your information to any third party unless required to do so by law.

If you have any questions concerning your personal data and how we look after it then please contact us at [admin@topshammuseum.org.uk](mailto:admin@topshammuseum.org.uk) or write to TM Admin, 25 Strand, Topsham, EX3 0AX.

**We collect personal information that helps us to deliver and improve our services. This includes:**

- Your name
- How you would like us to contact you
- Your contact details (address, phone number, email address)
- Details of specific enquiries
- Details of local or family history supplied to us and retained in the Museum's archives
- Details of on-line purchases
- Payment information such as credit card and bank details
- Details of membership and Gift Aid Declarations,
- Donations and gifts in your Will

If you are a volunteer then we may hold details of your volunteering activity, relevant previous experience or interests and details of any health issues that you supplied when you joined as a volunteer.

If you have contacted us on behalf of an organisation, for example making a Group Visit Booking or a Schools Visit enquiry, we will also store details of your organisation or employer.

**We use these details:**

- To communicate with you as a TM member or museum volunteer.
- To respond to contact from you.
- To provide a better service to you as a TM member.
- To ensure that we respect and care for you as a volunteer.

**How these details are collected:**

- Completion of a Membership Form giving signed consent for TM to obtain, retain and use your personal data appropriately.
- Completion of a Volunteer Application form giving signed consent to obtain, retain and use your personal data appropriately.
- Enquiries submitted by email ([info@topshammuseum.org.uk](mailto:info@topshammuseum.org.uk)) or via our website ([www.topshammuseum.org.uk](http://www.topshammuseum.org.uk))
- Written enquiries
- Information for the archives provided in writing

### How long we retain this information?

- Membership details are kept throughout the period during which you remain a member and for a maximum of two years after membership ceases.
- Volunteer details are kept throughout the period during which you are a volunteer and for a maximum of two years after that ceases.
- All other obsolete information will be kept for a period not exceeding three years.

### Your rights:

Under the General Data Protection Regulations, you have the following rights:

- **Right of access:** if you want to know what personal information we hold about you please contact us. You also have the right to know what purpose it is being stored for. TMS will respond as soon as practicable within 28 days. Normally there is no charge for responding to such requests. However, should the number and/or frequency of such requests become unreasonable TM reserve the right to charge an administration fee.
- **Right to rectification:** if you believe any of personal information is inaccurate please contact us. Corrections will be made as soon as practicable within 28 days.
- **Right to erasure:** if you wish us to remove any of your data from our records please contact us. Data will be erased as soon as practicable within 28 days.
- **Right to complain:** if you wish to complain about the way TM are managing your personal data you should lodge a complaint with The Information Commissioner's Office.

### Website:

The TM website ([www.topshammuseum.org.uk](http://www.topshammuseum.org.uk)) may contain links to other relevant websites. If you use these links, you will leave our site and will access websites over which we have no control. We are not responsible for the protection and privacy of any information you provide whilst on these other sites.

If you have a password to allow access to certain parts of our website, you must keep that password safe and not share it with anyone or your personal information could be at risk.

### Contact Us:

**Email:** [admin@topshammuseum.org.uk](mailto:admin@topshammuseum.org.uk) or [secretary@topshammuseum.org.uk](mailto:secretary@topshammuseum.org.uk)

**Writing to** 25 Strand, Topsham EX3 0AX addressed to one of the following:

TM Membership Secretary (Members)

Volunteer Co-ordinator (Volunteers)

TM Admin (members of the public and contractors)