



Woodhall Spa Cottage Museum

Privacy Policy

Approved: July 2024

Review Date: July 2027

General Information

Woodhall Spa Cottage Museum (Registered charity, number 1114268) is committed to ensuring that your privacy is protected. This policy describes how the museum collects, processes, uses and discloses your personal information when you contact us, use our services or interact with our website. Should we ask you to provide personal information it will only be collected and used lawfully in accordance with this privacy policy.

How we keep your information secure

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

- Unauthorised access
- Improper use or disclosure
- Unauthorised modification

All our employees and data processors, who have access to and are associated with the processing of personal data, are legally obliged to respect the confidentiality of the personal data that we hold.

What information do we collect about you?

We collect personal information that you choose to provide voluntarily when you join as a “Friend”, volunteer, are employed by the museum, make a donation, use our website, when you make a call to us or when you correspond with us by e-mail, face to face or otherwise. We may collect personal data or information relating to you that can identify you, directly or indirectly. Such data may primarily include:

- Name
- E-Mail address
- Postal address
- Landline and mobile telephone numbers
- Gender

We may also automatically collect some limited technical information including information on your IP address, browser type and version, time zone setting, operating system and platform and page interaction information when using our website.

Why do we collect information about you?

The information we collect about you is to:

- Help us provide you with a better service.
- Help us improve our products and services.

It means we can:

- Keep you up to date with regard to new events using the email address you have provided.
- Contact you by email, phone, or post.

What do we use your data for?

We use your data to ensure that you have a positive experience each time you interact with the museum.

That includes doing things like:

- Dealing with any requests you make.
- Confirming your booking details e.g., community room activities.
- Following up to ensure everything was as per your requirements.
- Notifying you about new opportunities e.g., workshops
- Getting in touch to advise you of a change to any bookings.

Can I decide what I receive or how you contact me?

Yes. You can contact us by telephone, post or email to ask us to amend this at any time.

Please either e-mail us at info@cottagemuseum.co.uk

Write to us by post:

Attention of DATA Officer

Woodhall Spa Cottage Museum

Iddesleigh Road

Woodhall Spa

Lincolnshire LN10 6SH

Please mark your envelope 'Private and Confidential'

Telephone: 01526 352456

Can I request to delete the data?

Yes. You can request that we delete any information which we hold on you at any time by contacting us using any of the above methods.

We require that you provide us with two copies of your ID to confirm your identity. One must be photo identification e.g., passport, driving licence and one must be confirmation of address e.g., recent utility bill, bank statement.

How can I find out what information the Cottage Museum holds about me?

To request a copy of your data and have any mistakes corrected please contact us as above.

We require that you provide us with two copies of your ID to confirm your identity. One must be photo identification e.g., passport, driving licence and one must be confirmation of address e.g., recent utility bill, bank statement.

We will process and provide the details we hold about you in a suitable digital format such as PDF or hard copy to any valid requests within 30 days.

Do you Share my data with other organisations?

No. We will not sell, distribute or release your personal information to third parties unless we are required by law to do so.

CCTV

CCTV is used within the museum and outbuildings. Signs are clearly visible and readable, and we comply with Data Protection guidelines.

Social Media

We will only ever use social media platforms in accordance with their own terms and conditions. If you have an account on one of these platforms, you will have agreed to these terms and conditions yourself. All social media platforms must comply with the Data Protection Act, General Data Protection Regulation (GDPR) and successive legislation when processing or storing the personal data of individuals in the UK and Ireland. This means organisations have a responsibility, under law, to store and process data in a fair and transparent way.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should be aware that we do not have any control over the other website. We cannot be responsible for the protection and privacy of any information which you provide whilst visiting those sites as they are not governed by this privacy policy. You should exercise caution and look at the privacy policy applicable to the website in question.

Changes to this Privacy Policy

Woodhall Spa Cottage Museum reserves the right to change this privacy policy as we consider necessary or as required by law. Any changes will be immediately posted on the website, and you are deemed to have accepted the terms of the privacy policy on your first use of the website following alterations.

Policy Review

The policy will be reviewed every three years.

Signed:

David Hill - Chairman, Woodhall Spa Cottage Museum Board of Directors

Approved at Board Meeting

Due for review

July 2024

July 2027