

# Cambridge Museum of Technology Privacy Notice

Please read this notice carefully to understand how we collect, use and store your personal data.

## Introduction

We are the Cambridge Museum of Technology and our address is:

The Old Pumping Station

Cheddars Lane

Cambridge CB5 8LD

We are a Charitable Incorporated Organisation Number 1156685. We are the Data Controller within the meaning of the EU General Data Protection Regulation (GDPR) and Data Protection Act.

## This policy includes

- How we collect information and where we collect it from.
- What types of personal information we collect about you.
- How we will use your personal information.
- Information we send to you.
- How we keep your information up-to-date
- The legal basis for processing your information
- Use of third Party Processors.
- Access to your information, your ability to correct it and your “right to be forgotten.”
- Cookies
- How we keep your data safe.
- How to complain
- Changes to our privacy notice

## How we collect Information and where we collect it from

We collect information about you when you register with us or contact us for example:

- Join as a member
- Request information about volunteering
- When you give us a monetary donation including adopt an object
- When you donate an object to our collection
- When you express an interest in the museum’s activities by writing to us or contacting us through our website or emails, phone, SMS or post
- When you request information about events or tickets.
- When you purchase tickets for our events directly from us or through our Website.
- When you purchase tickets for our events through a third party website such as Eventbrite. We will only collect your information if you have given them permission to share your information with us.
- We collect information about you indirectly through third parties but only if you have given them permission to share your information with us. For example if you donate to us via Just Giving or CharityChoice. These organisations will have their own privacy policy so please read them before providing your information.

The information we receive from third parties depends your response choices and your browser settings. We suggest you regularly check what you have agreed to with third party organisations.

## What types of personal information we collect about you

The personal information we collect about you will depend on your relationship with us.

We would usually collect:

- Your Name
- Your contact details - full address, email address and telephone number

- Date of Birth (only when necessary for some purposes)
- If you are making a monetary direct to us your bank or credit card details.
- Please note payments via our Website e.g. “Adopt an Object” are processed on our behalf by PayPal and all PayPal transactions are subject to the PayPal privacy policy.
- When you or your agent, on your behalf, donate an item to our collection if you agree we may ask you for some history about that object. This may include personal data not mentioned above.
- We may from time to time collect Photographs or Images of people. If the person(s) is identifiable then we will ask your permission to store the photograph.

### **How we will use your personal information**

Your information may be used by the museum for the purposes listed below depending on your relationship with the museum and your indicated preferences:

- Send you news and updates about the museum by e mail, post, text or telephone including changes to our services.
- To administer donations including Gift Aid Processing.
- To administer our collection and oral history project.
- Inform you of events and exhibitions.
- Send you fund raising information by email or post.
- To maintain our records and ensure we have your most up-to-date records.
- To analyse and improve our effectiveness including information such as monitoring visitor statistics or the effectiveness of our communications, including email tracking.
- To invite you to participate in surveys for research purposes. This data would only be used in an aggregated and anonymised form.
- To contact you where you have been identified as the contact for an organisation subject to your prior agreement that you are the person to contact.

### **Information we send to you**

Depending on your relationship with us and your preferences we would like to send you:

- Newsletters and Updates about the museum
- Information about events, exhibitions and any other information we might feel you would be interested in.
- Information on fundraising, including occasional targeted requests.
- Information to help maintain and update our records.
- Invitations for you to participate in surveys.
- Our privacy policy when you have donated or purchased items through third parties.

You receive this information you must opt-in via our website or other appropriate methods.

You can opt-out by clicking on unsubscribe on the Museum of Technology email or by writing to the Curator at the above address.

When joining as a member you can indicate your communication preferences on the application form. You can also do this when renewing your membership. If you wish to opt-out during your membership period then please contact the membership secretary at the above address.

When joining as a volunteer you can indicate your communication preferences on the Volunteer Information Consent form.

There are some communications we are contractually obliged to send you regardless of your contact preferences. These are, in the main, communications relating to Membership and Donations such as Safety Valve. Membership cards, advanced notices, renewal notices, gift aid, querying returned mail and confirmation letters.

The museum does not disclose personal data to any third party or external organisation, other than data processors carrying out work on our behalf and acting on our instructions. We have contracts with these organisations.

Your data will never be passed or sold to any third party for any other purpose.

Your data is held by us and/or our third party processors for an appropriate time in accordance with data protection regulations e.g. six years for gift aid. For more information please see our [Data Retention policy](#).

### **How we keep your information up-to-date**

We review our data regularly and try to keep our records up-to-date. We do appreciate your notifying a change of contact details. As mentioned above we may write to you to confirm your details and if you are still interested in our activities or services.

### **The legal basis for processing your personal information.**

Your personal information can only be processed and stored if there is a legal basis for doing so. The criteria are set out in the General Data Protection Regulation (GDPR) which applies across the EEA from 25 May 2018. If you wish for more information please see the Information Commissioner's Guide to GDPR

In most cases we will seek your consent to process your personal data. In some instances we may process information without consent when we are legally allowed to do so. This will be when it is in our legitimate interest to do so, or we have a legal obligation or where it is a contractual obligation. If you wish for more information please see our [Data Retention policy](#) where the information and the legal basis for processing are set out in detail.

### **Use of Third Party Processors**

As already mentioned we use third party processors to carry out work on our behalf and acting under our instructions. These are:

- Amazon Smile based in Europe for purchases with 0.5% of the price donated to the museum
- CharityChoice based in the UK for donations.
- Dropbox based in Europe for some Data storage
- Easyfundraising based in UK for purchases with a small percentage of the price donated to the museum
- Eventbrite based in the USA for Event ticket purchase.
- Gmail based in Europe for some emails.
- Just Giving based in the UK for donations.
- MailChimp based in the USA for bulk emails.
- Squarespace based in the USA for our website operation.
- Microsoft Teams Live Event, based in UK, EMEA and USA for webcasts
- Cisco Webex for online meetings, based in UK and Europe

All the above have privacy policies or notices, which comply with the regulations. The third parties based in USA operate under the EU-US Privacy Shield, which currently provides for the safe transfer of data to and from the USA. We do however require express permission from yourself prior to using the USA third parties for transactions.

### **Access to your information, your ability to correct it and your "right to be forgotten"**

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please write to:

Curator

Cambridge Museum of Technology

The Old Pumping Station

Cheddars Lane

Cambridge CB5 8LD

We will respond within one month giving the information you requested. There will usually be no charge for this service.

You also have "a right to be forgotten." The broad principle underpinning this right is to enable an individual to request the deletion or removal of personal data where there is no compelling reason for its continued processing. If you wish to exercise this right please contact the curator at the above address.

## **Cookies**

Cookies are text files placed on your computer to collect standard internet log information and website visitor behaviour information. The information may be used to track visitor use of our website and to compile statistical reports on website activity. You can set your browser to not accept cookies and you can also remove cookies from your computer. However in a few cases some of our website features may not function as a result.

## **How we keep your data safe including using information about our website**

We recognise the security of your personal information is very important. We try to take appropriate precautions to ensure its security from:

- Unauthorised Access.
- Improper Use or Disclosure.
- Unauthorised Modification.

While we cannot ensure or guarantee that loss, misuse or alteration of data will not occur while it is under our control, we use our best efforts to try to prevent this

We always ensure only authorised members of staff and volunteers have access to your information and they have received the appropriate training. They are legally obliged to respect the confidentiality of personal data.

Our website contains links to other websites. This privacy policy only applies to our own website so when you link to other websites you should read their own privacy policies.

## **How to complain**

If you are not satisfied with any aspect of the way we have handled your information you have the right to complain. Please write, in the first instance, to the Chairman of the Trustees at the above address giving him the details of your complaint.

Please note there is a template letter on the Information Commissioner Office website (See raising a concern with an organisation), which it is suggested you follow as it gives the detail of the information we would need from you to address your complaint.

If you are still not satisfied with our response you have the right to complain to the Information Commissioner's Office, <https://ico.org.uk>, or Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF. Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number.

## **Changes to our Privacy Notice**

Our privacy notice is periodically reviewed and we may make changes to it. Any changes made will be incorporated into a revised notice and the revised notice comes into effect when it is posted on our website.

Signed Chairman of the Board of Trustees

Date: 10<sup>th</sup> May 2018

This privacy notice was published on: 10<sup>th</sup> May 2018

### Document history

Version 1	Review date May 2019
Version 2	Review date May 2020