



# DOVER Transport Museum

Registered Charity No 289484 - Registered in England No 1690404

## Dover transport museum privacy policy

### We are:

Dover Transport Museum. Our address is:  
Dover Transport Museum, Willington Road, Whitfield,  
Dover, Kent CT16 2JX  
Email: [info@dovertransportmuseum.org.uk](mailto:info@dovertransportmuseum.org.uk)  
Tel: 01304 822409  
Website: [www.dovertransportmuseum.org.uk](http://www.dovertransportmuseum.org.uk)

Registered Charity Number: 289484  
Registered in England at Companies House, Number: 1690404  
Data protection Registration Number ZA138864

### Why our policy exists

Our policy sets out the basis on which we process any personal data that we hold about you or your family. We are committed to ensuring that your privacy, when you supply personal data to us, is protected and respected. Personal data is information that can be used to help identify an individual, such as name, address, phone number, email address, and online identifiers, such as cookies and IP address, which is the location of your computer on the internet. This is a summary of our full policy.

Our policy ensures that **Dover Transport Museum:**

- complies with the General Data Protection Regulations
- and thereby protects the rights of anyone using our services
- and is open about how and what information is collected
- and how the information is used and stored

### What information do we collect?

The information that we collect is taken from details that are given to us from:

- group bookings
- online purchases
- membership applications and renewals
- donations and loans to the museum

- gift aid forms
- card payments
- visitor surveys
- prize draws

The personal information that we usually collect through these transactions could include:

- Names, title, age and gender
- Address, Email address, telephone number
- Spouse/partner and family details

## What do we do with your information?

Depending upon on your relationship with the museum and any preferences that you have already expressed, information may be used for the following purposes:

- to process your application for membership
- to process your participation in museum events or your use of the museum's facilities
- to send you newsletters and updates about the museum by post or email
- to inform you of forthcoming events
- to request your support as a volunteer or sponsor
- to process your donation or loan of items to the museum
- to invite and process your participation in surveys and their results
- to monitor our website effectiveness

We will not:

- use any third parties to collect or process your information for any reason other than for carrying out customer surveys on our behalf. (Any third parties so used must have a privacy policy and be able to evidence the same standards of data protection as Dover Transport Museum.)
- export your data overseas
- use your data for wealth screening
- pass on your data to other parties without your consent

We will ask how you want us to communicate with you but you can still opt out of any or all of our communications by simply contacting our **Data Protection Officer** by Email at [info@dovertransportmuseum.org.uk](mailto:info@dovertransportmuseum.org.uk) or by post to the museum's registered address, shown above.

There are, however, some communications that we need to send in order to meet our legal and contractual obligations. These may include matters related to your financial transactions with us or to the donation or loan of exhibits or items donated for sale in museum fundraising.

## How do we make sure the information we hold is relevant and up to date?

We will maintain a clear policy about what data we collect, for what purpose we collect it and for how long we will hold it. We will regularly review our records of members, volunteers, donors and those who use our facilities and may use various means of checking or updating them including:

- BT operator services
- Royal Mail

- newspaper articles
- Companies House
- The Charities Commission
- other publicly accessible information sources
- members of the museum society and present and past donors or lenders

### **How do we look after your information?**

We have put in place physical security measures and data processing policies to keep your information safe from unauthorised access, improper use or potential loss. Our volunteer staff who have access to personal information are legally obliged to respect the confidential nature of the data.

### **How can you access the information we hold about you?**

You may ask us what, if any, information we hold about you and you may request a copy of that data. This request is called a Subject Access Request. To make such a request you will be asked to fill in our Subject Access Request form and to provide proof of identity before the request can be processed. The form may be viewed and downloaded from our website or requested by Email or in writing from The Data Protection Officer at the addresses shown above.

### **Cookies**

To make our website easier to use and to improve our service small amounts of data may be placed on your computer when you access our site. These are commonly known as “cookies” and are widely used by most websites. Further information may be found in our on-line cookie policy.

### **How will you know if our policy changes?**

We regularly review our policies for compliance with legislation and national standards for the operation of museums. Any changes to the privacy or cookie policy will be posted on our website.

For any further information or to comment on our policy please contact us by email or post.