

# Privacy Notice for Dover Museum and Bronze Age Boat Gallery

Dover Museum and Bronze Age Boat Gallery is owned and managed by Dover District Council (DDC). This privacy notice relates to the operational activities specific to the Museum and should be read as an appendix to Dover District's Privacy Notice. This notice and a link to Dover District's Privacy Notice are available on the museum's website and upon written request.

Under new rules brought into law in May 2018, organisations such as ours have extra responsibilities related to the collection and retention of personal information. When we ask for personal information we will let you know why we are asking and how we will use and keep your data secure by directing you towards this notice.

## **Data Controller and Information Asset Holder**

Dover District Council is the Data Controller. The Head of Museums and Tourism is identified as the Information Asset Holder for the Museum. If you have any concerns regarding the processing of your data under the General Data Protection Regulation you may contact the museum on [museumenquiries@dover.go.uk](mailto:museumenquiries@dover.go.uk)

## **Processing Activity**

We collect the personal data you provide as part of:

- Ticket bookings for events
- Online purchases
- Friends of Dover Museum Membership
- Visitor surveys
- School and other activity events such as family days run as part of our education service

## **Museum Services**

We also hold information about you if you have contacted us for Museum services these include:

- Objects: donations, loans and object identification
- Enquiries: for research or images including correspondence sent to and received from you
- Volunteering: including work experience

## **Information requirements**

Activity	Information we may collect	Purpose	Retention
Donations, loans and object identification,	Name and Address email address telephone number	The Museum has a legal requirement to retain details of donations and loans.	Permanent record retained by Museum
Museum Enquiries	Name, Address, Email Address, Telephone Number Personal Details supplied by you as part of the enquiry	Public interest: The Museum retains correspondence and details where relevant from Museum Enquiries as part of their research and archival function	Permanent record retained by Museum with personal details where this is relevant to the correspondence

Copyright	Name and Address email address telephone number	The Museum has a legal requirement to retain details of copyright agreements and permissions	Permanent record retained by Museum
Volunteering	Name, Address, Date of Birth, family an/or spouse/partners details professional status, activities and employment details	By consent: to process your application and to keep contact details for emergencies or to contact you as part of your volunteering	Six weeks after withdrawal from volunteering
Events including family days	Name, Address, email address	By consent: Contact through online Keep Me Posted service or directly through events organised through systems such as Eventbrite	Immediately on request Eventbrite on online ordering within one month of event.
School Activities	Name, Address, Email telephone number	Legitimate interest: Contact in relation to services provided by our Education Service	Held for 2 years for marketing purposes related to the schools service.
Friends of Dover Museum Membership	Name, Address, email, telephone	By consent: Services and information in relation to membership	Within six weeks after notification of withdrawal from Friends membership
Oral History	Name, Address, email, telephone, Date of Birth, Marital Status, Health Details, Ethnicity	By consent: As part of archives for research, displays website and public view.	Information held securely permanent collection with agreed possible embargoes on sensitive and or personal information for 100 years.
Images	Name, Address, email, telephone	By Consent: Images used to form permanent record of activities of museum and public life	Information held as part of museum's archive. Personal information held securely with limited access for 100 years.
CCTV	Images only	Public interest: Security, monitoring and health and safety purposes	No longer than one year

## Social Media

The Museum has a twitter account that is managed by a member of staff.

## External Websites

This privacy notice applies to Dover Museum's Website [www.dovermuseum.co.uk](http://www.dovermuseum.co.uk) owned by DDC. This privacy notice applies to any websites under the direct control of Dover Museum.

## Third Party Systems

The museum operates two, third party collection management systems for collection management. These systems contain donor information for identification purposes. Information contained on these systems is kept securely and on servers within the European Union.

**Lawful bases** - our lawful bases for processing your personal information are:

- Consent
- Necessary for the performance of a task in the public interest or in the exercise of official authority vested in us in accordance with the legislation referred to below.
- Necessary for a compliance with a legal obligation to which we are subject

### **How we keep your information secure**

All details provided to the museum are retained in secure locations. Digital copies are kept on password-protected computers and backed up to DDC secure servers.

Paper copies are stored in secured offices and filing cabinets. Access to personal information in either digital or paper format is restricted.

### **CCTV**

Identifiable imagery is personal data, whether images are captured for security, monitoring or health and safety purposes.

The Museum has CCTV coverage, this is communicated via signage that indicates which areas, and galleries are covered.

Footage will not be retained for longer than a year. Screens showing live footage are only viewed by authorised personnel and are in a secured area.

### **Financial data**

Credit card payments go through a secure server operated by the museum's payment service provider. Where direct access is provided – by telephone or letter, personal information will be kept only until confirmation of payment and then disposed of confidentially.

### **Job and volunteering applications**

If you apply to work as a volunteer at Dover Museum we will use the information you provide to process your application. Where we need to disclose information to a third party, for example when we need to take up a reference, we will inform you of this on the application form. We will retain your information during the time you volunteer and for six weeks after you have advised us of your intention to withdraw as a volunteer. Where we are unable to find a position for a volunteer, volunteering applications will be kept for six weeks in case a new opportunity arises. You may also consent to the application being kept on file longer for a period of six months by agreeing this by email or letter. Information we retain will be kept in a secure locked filing cabinet with access restricted to authorised members of staff.

All job applications are managed through DDC's Human Resources Department. This is an outsourced service. Please refer to Dover District Councils Privacy Notice. Dover Museum will advise any applicant who contacts the museum in response to an advert to resend their information to the appropriate department and will not retain of any information they have received but dispose of it securely.

## Events Newsletters and programmes

The museum will send out information of events newsletters and other museum related information via DDC's 'keep me posted' system to those who have signed up to the service. Under Privacy and Electronic Communications Regulations (PECR) information may be sent directly that is relevant to the original communication without opt in consent. The Museum also uses Eventbrite or other online booking service for individual public events details will be deleted within one month of the event or immediately on request.

The Museum will contact teachers who have previously booked education services and contact schools to inform them of the school programme for the coming academic year. The Museum will also contact members of the Friends of Dover Museum to advise them of such events as part of their membership. We will record your contact preferences. We will permanently delete your record if you let us know you no longer wish to hear from us, unless the law requires otherwise.

## Data Sharing

We do share information with other departments within DDC. We do not share details with third parties or organisations without your consent. The Museum has a number of volunteers who help us process research and collections information. Volunteers who may have limited access to personal information will be expected to maintain confidentiality and will be under the direction of curatorial staff.

We may also rely on a number of [exemptions](#), which allow us to share information without needing to identify a lawful basis for the sharing and without needing to provide you with information about the sharing. Please refer to the Kent & Medway Information Agreement for further details on our sharing arrangements.

Personal information identified within deposited archival object or ephemera collection material within the Museum will be restricted under the 100 year rule unless express permission have been obtained from the depositor or until the death of the individual.

## Donations, copyright, enquiries and research

GDPR has provision to request the erasure of your personal information known as the 'right to be forgotten'. Please see DDC's Privacy Notice for further information. The museum has a legal obligation to retain information on items donated to the collection. The museum also retains all information gathered to provide contextual information for items and ephemera donated to us. This will include personal and sensitive information where applicable. All such information will be restricted by the 100-year rule unless express permission has been obtained from the depositor or until the death of the individual. It is possible for donation to have further restrictions and embargoes put in place through discussion with Curatorial staff.

Information on copyright permissions, loans, object identifications and access to the collection as a permanent record for collection management purposes.

## Cookies Policy

Our website is owned and run by Dover District Council please see their privacy notice for further information.

## Changes to our privacy notice

We review this Privacy Notice regularly and will place updates on our website. Please refer to our [Corporate Privacy Notice](#) for further details of how we process your personal information and for details on your additional rights.