



Privacy Notice

This Notice sets out the details of how Trowbridge Museum will deal with information collected about you.

Who we are

Trowbridge Museum
The Shires
Court Street
Trowbridge
Wiltshire
BA14 8AT

We are part of

Trowbridge Town Council
St Stephen's Place
Trowbridge
BA14 8AH

What information do we collect about you?

We collect the personal data that you may volunteer as part of collection enquiries, object donations, ticket bookings, e-newsletter sign-ups and visitor surveys.

Personal information we collect may include:

- your name, title, gender and date of birth
- postal address, email address and phone number
- current interests and activities
- any other information provided by yourself at the request of Trowbridge Museum.

When we ask you to provide your personal information we will let you know why we are asking for it, and how we will use your data, by directing you towards this policy.

What we do with your information

Depending on your relationship with Trowbridge Museum, and the preferences you have indicated, data we hold may be used by us for the following purposes:

- To send you promotional, marketing or fundraising information by post or electronic means. These types of communications can include:
 - Informing you of events related to Trowbridge Museum, such as exhibitions, events, or workshops.
 - News and updates about Trowbridge Museum, such as via our e-newsletters.
 - Other relevant communications based upon your relationship with Trowbridge Museum.
- Data screening and cleansing, to check if we have accurate contact details for you.
- To send you surveys, and for market research purposes.
- Tools may be used to monitor the effectiveness of our communications with you, including email tracking, which records when an e-newsletter from us is opened and/or how many links are clicked within the message. The data from this tracking is generally used in an anonymised form.

You can opt out of any / all of our communications at any point simply by contacting hannah.lyddy@trowbridge.gov.uk

There are some Membership and donation communications that we are required to send regardless of your contact preferences. These are essential communications, deemed necessary to fulfil our contractual obligations to you. This would include Direct Debit confirmations and advanced notices (through our TicketSource account) and thank you letters.

We periodically review records of supporters to ensure your data is as accurate as possible.

Who we might share your information with

We do not disclose personal data to any third parties or external organisations.

We may occasionally need to transfer your personal information overseas, for instance to our bulk email distributor, MailChimp. Where this is necessary, this may be to countries or territories around the world.

We are required to ensure any transfers of data will be done securely, in accordance with best practice, and in compliance with the Data Protection Act 1998.

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

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 who have access to, and are associated with the processing of personal data, are legally obliged to respect the confidentiality of our visitors' and supporters' personal data.

How can I access the information about me, and correction of information?

You can ask us if we are keeping any personal data about you and you can also request to receive a copy of that personal data – this is called a Subject Access Request.

To make a Subject Access Request you will need to provide adequate proof of identity such as a copy of your passport, birth certificate or driving licence before your request can be processed.

Please try to be as clear as possible about the information you are seeking.

Once we have received your Subject Access Request and proof of identity, you will receive a response from us within 30 days and you will be able to get copies of any information we hold on you. However, exemptions to disclosure may apply in some circumstances.

Subject Access Requests should be sent to:

Hannah Lyddy
Trowbridge Museum
The Shires
Court Street
BA14 8AT

Email: hannah.lyddy@trowbridge.gov.uk

At any time you may request that we delete or correct your personal information. If you wish to correct any information on you held by Trowbridge Museum, simply contact hannah.lyddy@trowbridge.gov.uk.

Changes to our Privacy Notice

We regularly review our Privacy Notice, and may make changes from time to time. Any changes made will be posted on our website, and will apply from the time we post them. This Privacy Notice was last changed on 1 January 2018.

How to contact us

If you have any comments on our Privacy Notice, or information we hold about you please contact us:

- by email to hannah.lyddy@trowbridge.gov.uk
- or write to us at Trowbridge Museum, The Shires, Court Street, Trowbridge, Wiltshire, BA14 8AT.