

Privacy notice

This page sets out the details of The Axbridge and District Museum Trust's privacy notice in relation to information collected about you.

Who we are

The Axbridge and District Museum Trust
36 Houlgate Way
Axbridge
Somerset
BS26 2BY

We are a registered Company in England and Wales, and our registration number is:
04240988

We are registered as a Charity in England and Wales, and our registration number is:
1091161

What information do we collect about you?

We collect the personal data that you provide as part of Custodian records, Friends membership, and donations,

Personal information we collect may include:

- your name, title, gender and date of birth;
- postal address, email address and phone number.

We will also collect and hold information about any contact you have with us as a visitor, customer or supporter of Axbridge and District Museum Trust, and may consist of details of:

- contact preferences;
- gift information, including Direct Debit bank details where applicable;
- Gift Aid status;
- details of correspondence sent to you, or received from you;
- donor status and wealth assessment information;
- employment information and professional activities;
- where relevant, selected media coverage;
- any other information provided by yourself at the request of Axbridge and District Museum Trust.

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

What we do with your information

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

- Send you promotional, marketing or fundraising information by post, telephone or electronic means. These types of communications can include:
 - Informing you of other products, services or events related to The Axbridge and District Museum Trust, such as exhibitions, events, or retail offers.
 - News and updates about The Axbridge and District Museum Trust, such as marketing or supporter e-newsletters.
 - Other relevant communications based upon your relationship with The Axbridge and District Museum Trust.
 - Data screening and cleansing, to check if we have accurate contact details for you - see *How we update, screen and analyse your information* for further information.
 - To send you surveys, and for market research purposes.
 - Returns to HMRC in connection with GiftAid.

You can opt out of any / all of our communications at any point simply by contacting info@kingjohnshuntinglodge.co.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, thank you letters, member benefits such as membership cards, renewal reminders, Gift Aid confirmation letters and querying returned mail or bounced Direct Debit payments with you.

How we update, screen and analyse your information

We continuously review records of supporters to ensure your data are as accurate as possible. We may consult alternative sources in order to undertake these checks, such as:

- Royal Mail National Change of Address database (NCOA);
- BT Operator Services Information System (OSIS);
- Reviewing employment information that you have made publicly available via social media;
- Newspaper articles, publications and company websites;
- Companies House and other company information databases;
- Charity Commission registers;
- Any other publicly available sources.

Who we might share your information with

We do not disclose personal data to any third parties or external organisations unless we are required to by law.

Your data will never be sold or passed to any third party for marketing purposes.

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 trustees, 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 our visitors' and supporters' personal data.

How can I access the information about me, and correct 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. No fee will be levied for this information unless the request is 'manifestly unfounded or excessive' or if you make multiple requests. Please try to be as clear as possible about the information you are seeking.

Once we have received your Subject Access Request, the agreed fee and proof of identity, you will receive a response from us within 40 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:

Data Controller
The Axbridge and District Museum Trust
49 West Street
Axbridge
Somerset
BS26 2AA

Email: datacontroller@kingjohnshuntinglodge.co.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 The Axbridge and District Museum Trust simply contact datacontroller@kingjohnshuntinglodge.co.uk

Cookies

In order to make The Axbridge and District Museum Trust website easier to use and improve our service, we may sometimes place small amounts of information on your computer. These are known as cookies and they are used by most major websites.

Other websites

Pages on the The Axbridge and District Museum Trust website include links to some external websites - this privacy notice does not apply to these websites.

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 to this page, and will apply from the time we post them. This privacy notice was last changed on 1st March 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 companysecretary@kingjohnshuntinglodge.co.uk
- or write to us at:
The Axbridge and District Museum Trust
36 Houlgate Way
Axbridge
Somerset
BS26 2BY