

THE ROYAL SIGNALS MUSEUM

PRIVACY POLICY

Date on which this policy was approved by the Museum's Governing Body: 3 January 2025

Review Date: January 2030

Person responsible for updating this Policy: Museum Director

1. Introduction

The Royal Signals Museum is a Charitable Company registered with the Charity Commission and with Companies House.

The Objects of the Charity are

- (1) To educate the public and members of the Corps in the history and military and technical accomplishments of the Corps and its antecedents; and
- (2) To promote military efficiency amongst members of the Royal Corps of Signals, including related reserve and volunteer bodies, by encouraging recruitment and fostering esprit de corps;

by the research and dissemination of information about, and the preservation and exhibition of, a collection and other material linked to the roles, heritage and achievement of the Royal Corps of Signals and related bodies.

The Royal Signals Museum is supported by the Royal Signals Museum Trading Company Limited, a wholly owned subsidiary of the Royal Signals Museum, which oversees the retail sales aspects of its operations. Your data is jointly held by the Royal Signals Museum and Royal Signals Museum Trading Company Limited. Whenever we mention the Royal Signals Museum in this policy, we mean both organisations.

All of the information you give us is private and secure. We do not currently sell or rent information about our customers, and would not do so without asking you first. Under the UK Data Protection legislation, we follow strict security procedures in the storage and disclosure of information which you have given us to prevent unauthorised access. Our security procedures mean that we may occasionally request proof of identity before we are able to disclose sensitive information to you.

This privacy policy explains how we use any personal information we collect about you when you use our website, engage with the Museum or attend one of our events.

2. Who to ask about how your data is used

The Royal Signals Museum's Data Controller is the Museum Director and the Museum's Data Protection Advisor the Museum's General Curator.

If you have any queries about the content of this policy, or how your data is managed, you can direct them to the Museum's Data Protection Advisor at curator@royalsignalsmuseum.co.uk or by post at Royal Signals Museum, Blandford Camp, Blandford, DT11 8RH or by telephone on 01258 482266.

If you have consented to receive marketing and later change your mind, you may opt out at a later date by emailing info@royalsignalsmuseum.co.uk.

3. Your personal data: the legal basis and what we collect

We will need to collect personal data in some cases to carry out a service with you; in other cases, we will tell you if providing personal data is optional.

We will ask for your consent to collect your personal information for the following:

- to send you fundraising mailings
- to carry out fundraising research on you
- to send you museum newsletters and information about events
- to include you in photography or filming taking place in the Museum
- visitor surveys

We may collect your personal information to perform a contract with you for the following services:

- contract and supplier payments
- entrance ticket, venue and event bookings
- purchases from the shop
- online bookings and enquiries
- collections enquiries and research

We will collect your personal information to comply with a legal obligation, such as:

- recruitment
- ownership and provenance of the collections
- disposal and loan of collections
- collection of Gift Aid revenues
- requests made under data protection law

Images and video footage of you as a visitor may also be collected by the Museum.

- CCTV is in place as a crime prevention measure for the security and safety of the Museum Collection, staff and visitors
- visitors will be asked to sign a consent form if they are to feature prominently in any photographs or recordings made for promotional or education purposes, and these consent forms will be retained according to the Museum's retention schedule in a secure environment

We will hold personal data of people who have written to us, left comments in the visitors' books or made comments on line.

We will, subject to their consent, hold personal and career information from veterans, serving soldiers and others with links to military life who are willing to allow their histories to be recorded visually and/or orally and used by the Museum.

We will also hold personal and career information of our staff and volunteers. This may include:

- payroll and pension information
- next of kin details
- details of sick, paternity and maternity leave
- performance and disciplinary records

Personal information we collect may include:

- names, titles, genders and dates of birth
- postal and email addresses
- phone numbers
- family and spouse/partner details
- relationships to other donors
- current interest and activities
- Direct Debit bank details
- Gift Aid status
- online or in-store retail or café purchases
- employment information and professional activities

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, and direct you towards this policy for more information.

4. Information regarding donations to the Museum

We collect information about you when you make a gift to the Museum's collections, or indicate a future bequest. This information is used to verify the provenance and copyright of the item and to provide an audit of ownership. This information will not normally be made publicly available.

We also collect information about you relating to any financial support you give the Museum, and this may be shared for processing purposes, e.g. with HMRC or your bank.

5. How we use your data

Your data will be used only to support the legitimate purposes of the Royal Signals Museum. Depending on your relationship with the Museum and, where necessary, the consent you have given we may use your information to:

- deliver a service requested by you, process a payment or to fulfil a contract with the Museum, for example, the payment of an Archive request or purchase of online tickets
- enable the collection of Gift Aid

- inform you of events, exhibitions and activities organised by the Museum
- send you our e-newsletter or Friends of the Museum annual newsletter/report
- keep records of provenance and ownership of objects donated to the Museum
- inform you of the Museum's fundraising activities, including details of new fundraising campaigns and targets
- meet the legal requirements of an employer towards its employees and, where appropriate, the management of volunteers
- in the case of CCTV, for the security and safety of the Museum Collection, staff and visitors
- develop Museum services and tailor them to specific user needs
- interpret historical events and situations to Museum audiences

6. How long we keep your data

We will retain your data:

- until you inform us that you no longer wish the Museum to communicate with you
- as required under UK law; for seven years in the case of financial transactions and for a minimum of 6 years after employment ceases in the case of employee basic personal data (name, address, e-mail and phone details)
- details of object donors will be retained in perpetuity
- as stated in the terms of specific agreement entered into, e.g. permissions for child photography are held for 5 years
- if you leave a comment on the website, the comment and its metadata are retained indefinitely. This is so we can recognise and approve any follow-up comments automatically instead of holding them in a moderation queue
- for users that register on our website (if any), we also store the personal information they provide in their user profile. All users can see, edit, or delete their personal information at any time (except they cannot change their username). Website administrators can also see and edit that information
- credit card and mail order data is shredded/deleted within 6 months of payment being cleared unless the transaction requires further investigation

Information will be destroyed or deleted in a manner appropriate to its sensitivity.

7. Where your information is stored

We store your information in a number of systems, held in filing cabinets, on the Royal Signals Museum network and in the cloud. We keep personal information relating to our collections, and items loaned to us for exhibition, in our collections management system MuseumIndex, in other electronic storage, in accession and loan registers and in correspondence files.

The Royal Signals Museum has implemented security procedures and rules to protect the personal data under our control from unauthorised access, improper use or disclosure, or unauthorised modification. All employees and data processors are obliged to respect the confidentiality of the personal data of our visitors and supporters.

8. How will we use the information about you?

We collect information about you in order to fulfil our Objects, our legal requirements, compliance with museum accreditation standards and to provide you with the service you have requested. Depending on your relationship with the Museum, and the preferences you have indicated, data we hold may also be used by us for the following purposes:

- marketing and communication
- fundraising
- research

9. Who might we share your information with?

We will not sell your details to any third parties, nor disclose personal data to any third parties or external organisations, other than trusted data processors and service providers carrying out work on our behalf. We ensure any companies working on our behalf that manage the personal data they collect or we have collected or have access to comply with the General Data Protection Regulations.

We will apply for your explicit and informed consent in the event that we require to share your data in any other way that is not covered in this policy.

10. Your rights

At any point while we are in possession of or processing your personal data, you, the data subject, have the following rights:

- right of access: You have the right to request a copy of the information that we hold about you
- right of rectification: You have a right to correct data that we hold about you that is inaccurate or incomplete
- right to be forgotten: In certain circumstances you can ask for the data we hold about you to be erased from our records
- right to restriction of processing: Where certain conditions apply to have a right to restrict the processing
- right of portability: You have the right to have the data we hold about you transferred to another organisation
- right to object: You have the right to object to certain types of processing such as direct marketing
- right to object to automated processing, including profiling: You also have the right to be subject to the legal effects of automated processing or profiling
- right to judicial review: In the event that The Royal Signals Museum refuses your request under rights of access, we will provide you with a reason as to why

11. Access to your information and retention

You may request to see the personal information the Museum holds on you by submitting a Subject Access Request to the Museum's Data Protection Advisor. To make a Subject Access Request you will have to provide adequate proof of identity such as a passport or driving licence.

We aim to comply fully with the terms of the General Data Protection Regulations (2018), and will respond to any requests to remove, change or provide any personal details you have given us under the terms of the Act and Regulations, including the right to be forgotten.

Your information will be retained within the Museum's secure systems for as long as you continue to engage with the Museum's services and events.

12. Cookies

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity.

For further information visit www.aboutcookies.org or www.allaboutcookies.org.

You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However, in a few cases some of our website features may not function as a result.

13. Other websites

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

14. Changes to our privacy policy

We keep our privacy policy under regular review and we will place any updates on this web page. This privacy policy was last updated in July 2018 in accordance with the General Data Protection Regulations 2018.