

River & Rowing Museum Privacy Policy

General Information

The River & Rowing Museum is one of the U.K's leading independent Museums. Situated in picturesque Henley on Thames, and housed in an award-winning building on the banks of the river, the museum explores the River Thames, the international sport of rowing and the town of Henley. The galleries include interactive displays as well as internationally-significant collections, including the family-friendly 'Wind in the Willows' gallery and a permanent display of the work of artist John Piper.

At the River & Rowing Museum, we are committed to protecting and respecting your privacy.

This Privacy Policy sets out how and why we use the personal data you provide to us, which will differ depending on how you interact with us.

Who are we?

River & Rowing Museum
Mill Meadows
Henley on Thames
Oxfordshire
RG9 6LF

We are a registered as an Educational Charity, and our registration number is: **10010501**

What personal data we collect and how we use it

Museum Visitor

If you hold an annual pass for the Museum, we will collect your name, address and email details to verify your ticket. We would like to keep you up to date on exhibitions and events at the Museum, but we will only communicate with you via post and email if we have your consent to do so.

Gift Aid

If you sign up to Gift Aid, we are required to obtain your name and postal address. It is a legal requirement for this process. These details are stored securely for 6 years and then destroyed. These details are not used for marketing purposes.

Museum Members and supporters

We will collect your name, address and email details to verify your membership and will only communicate with you via post and email if we have your consent to do so, with information on membership benefits including invitations to events. This forms part of your membership contract with us. Members that pay using Direct Debit have their bank details stored securely in locked files with restricted access.

Museum donor

We will collect your name, address and email details to contact you regarding your support for the Museum and provide you with information about the Museum. We may collect your bank details to process your donation, these are stored securely in locked files with restricted access.

Learning Centre Users

These include schools and individuals accessing our education programme. We will collect names, addresses, email and phone numbers, in order to confirm bookings or to contact you to let you know that timings or other event details have changed. We would like to keep you up to date with events at the Museum, but will only send communications where you have given your consent to do so. Bank details are taken when payments are made for workshop and lecture bookings, and these details are destroyed once payment has been made, they are not stored. When children take part in our learning workshops, their name and age are taken, together with parent/guardian contact details. These are stored securely, together with photography permission confirmation for 4 years.

Venue hire clients

We will collect your name, address and email details to confirm your booking and to communicate with you regarding your event. This forms part of your client contract with us. Bank details taken to process booking payments are not stored once the payment is made, all bank information is destroyed. We will only communicate with you via post and email following your event if we have your consent to do so, with information on special offers and events.

Volunteers

We will collect your name, address and email details when you join the Museum team, and to take references from your contacts. This forms part of your volunteering contract with us, and personal details are stored securely in locked files.

Fundraising contacts

We will collect your name, address and email details to communicate with you with fundraising requests. We will only communicate with you via post and email if we have your consent to do so, with information on special offers and future fundraising appeals.

E-Newsletters

If you are an e-newsletter subscriber, we may collect your email address and communication preferences. We will only send you these communications by email if we have your consent to do so.

Online shop customer

If you make a purchase from our online shop we will collect your name, address and email so that we can contact you regarding your purchase, and to provide you with the product. We require these details to process the sale. Bank details taken to process the sale will not be kept and will be securely destroyed.

If you enter a competition

We may collect your name, address and email so that we can contact you if you win. We would like to keep you up to date with news about our work, exhibitions and events, but will only send you these communications if we have your consent to do so.

Managing our collections

We will collect your name, address, email and phone number to enable us to log your donation or object loan to the Museum. These details are held securely by the Head of Collections and are not shared or used for marketing purposes.

If you contact us with an enquiry

We will collect your name, address, email and phone number to enable us to respond to your general enquiry. We will also collect these details to enable us to respond to Freedom of Information requests, complaints and requests made under Data Protection legislation and to respond to enquiries about collections.

CCTV Footage

For your safety and security CCTV is in operation in public areas of the River & Rowing Museum. This footage is stored for 1 month and then destroyed.

If you supply us with goods or services

We will collect your name, company name, email address and telephone number, to enable us to make payments, answer queries and fulfil our relationship with you as a supplier. We will take your bank details to enable us to make payments, this is a legal requirement, these are stored securely.

Sharing information

We do not disclose personal data to any third parties or external organisations. We retain responsibility for your data. We do use email marketing tools such as MailChimp, and we ensure that any transfer of data is secure, in accordance with best practice, and in compliance with the General Data Protection Regulation. Your data will never be sold to any third party.

Legitimate interests

We have a number of legal bases that mean we can use (or 'process') your personal information. One basis 'Legitimate Interests' means we can process your personal information if we have a genuine and legitimate reason and we are not harming any of your rights and interests.

For example, we may send marketing or fundraising requests, if you have given consent for us to do so, which further the aims and objectives of the River & Rowing Museum. Any communications will always provide you with an opportunity to opt out of future mailings. When we process your personal information for our legitimate interests, we will consider and balance any potential impact on you and your rights under data protection and any other relevant law. Our legitimate business interests do not automatically override your interests.

How we store data and keep it secure

We store information in a number of different ways – paper files, on the Museum's secure server, in our secure bookings system Merac and on Cloud based platforms including Mail Chimp and Ticket Tailor. All paper files containing personal information are kept securely in locked filing cabinets, and access is restricted to approved members of the Museum staff.

Retention periods

We will only ever collect the information we need. 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. We hold your information only as long as necessary for the purpose it was collected. If you decide not to support the River & Rowing Museum any more or request that we have no further contact with you, we will keep some basic information in order to avoid sending you unwanted communications in the future.

If you visit our website:

In order to make the River & Rowing Museum website easier to use and improve our service, we sometimes place small amounts of information on your computer. These are known as cookies and they are used by most major websites. You can find out more about River & Rowing Museum's use of cookies at rrm.co.uk/privacy

Updates

We regularly review our privacy policy and may make changes from time to time. This policy was last updated in February 2019.

Subject Access Request

You have the right to obtain a copy of the information that is held about you. This is known as a Subject Access Request. There is no charge for this service. If you would like to submit a Subject Access Request, please contact us:

Data Protection Officer
River & Rowing Museum
Mill Meadows
Henley on Thames
Oxfordshire
RG9 6LF

How to contact us

If you have any comments on our Privacy Notice, or information we hold about you, or would like to submit a Subject Access Request, please contact us:

Data Protection Officer
River & Rowing Museum, Mill Meadows, Henley on Thames, Oxfordshire, RG9 6LF

Email: museum@rrm.co.uk
Phone: 01491 415600

You have the right to make a complaint directly to the UK Information Commissioner's Office (ICO), which is the data protection supervisory authority in the UK.

This policy was last updated on 26th February 2019.