

Privacy Notice

The Radlett & District Museum (RADM) is committed to protecting personal information. The museum has taken steps to comply with the relevant Data Protection legislation. The following explains how we collect, store and handle your personal data. More information can be found in our full Privacy Policy.

What is personal data?

This is information that can be used to help identify an individual, such as name, address, telephone number or email address.

What personal data do we collect?

- The names, postal addresses, emails and telephone numbers of people donating or lending items to the museum. This is a legal requirement for the Holding and Object Entry forms when objects are lent or donated to the museum.
- Contact details of trustees and volunteers. This information is necessary to the operation of the museum. It is, for example, used for contacting trustees and volunteers for the duty rota and for notifying them of other museum meetings, events and activities.
- Dates of birth of trustees. This information is necessary for operating the museum's bank accounts.
- Museum Friends. The RADM Friends Application Form includes a consent statement, with applicants giving consent to having their details kept on file. This is so that we can administer subscriptions, send out newsletters and mailings, and provide information about any meetings, events and activities.
- Email circulation list. We maintain a list of names and email addresses for the purposes of sending out regular emails to keep people updated about the museum and its activities. These names and email addresses are only added to our circulation list with the verbal or written agreement of the individuals concerned. Every email update we send out to this circulation list contains an "unsubscribe" link that will enable each recipient to remove their name from the email circulation list with immediate effect.
- Enquiries and requests. Contact details are required from anyone making enquires at the museum, so that we are able to respond to their requests for information or research, or so that we can add them to our email circulation list (if appropriate). We may enter visitors' contact details in the Stewards' Notebook for this purpose. The Stewards' Notebook is kept in a locked drawer when the museum is closed.
- Online enquiries are dealt with initially by email. Of necessity, the enquirer's name and email address are visible to the museum as an intrinsic part of receiving and responding to the enquiry. Ordinarily, this information is not stored on the museum's email circulation list unless the enquirer wishes to become a Friend or Volunteer or to be added to the museum's email circulation list. However, the email correspondence will be stored within the museum's email account.
- Museum visitors may voluntarily enter comments in the Visitors' Book, including their names and addresses. We use the Visitors' Book to gain useful feedback about our visitors and their views about the museum.

What do we do with this information?

It is needed to inform trustees and volunteers of forthcoming meetings and for organising duty rotas and events rotas. It is also needed for legal purposes to record the origin of objects donated or lent to the museum. We also use the email circulation list to keep our supporters updated about the museum and its activities. We use the Visitors' Book to gather information about the range of our visitors, as well as their feedback about the museum. We do not disclose any personal information to any third parties or external organisations for any purpose. Furthermore, the RADM is not involved in any direct marketing activities.

What about visitors?

Other than as may be required by law, we do not record personal information on museum visitors unless they leave their contact details voluntarily in the Visitors' Book or they have a query or request that we need to respond to, or they agree (verbally or in writing) to have their name and email address added to our email circulation list.

Can I check?

Yes. You can submit a Subject Access Request to the museum's trustees at any time. You have a right to see a copy of the information held by the museum. You have a right to correct any errors.

What if I leave?

If a trustee or volunteer leaves the museum voluntarily or for any other reason, then all contact information will be deleted from the museum's records (unless the trustee or volunteer completes a Friends Application Form and/or agrees to have their name and email address included on the museum's email circulation list) and the date of opt-out will be recorded.

How to contact us:

Our contact details are set out on this web-site – just click on the link and follow the instructions. The museum is currently open to visitors on Wednesdays and Saturdays between 10 am and 12 noon, as well as for other special events.

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What information do we collect and what do we do with it?

- **Object Entry Forms and Holding Forms:** These forms contain names and contact details of donors of objects to the Radlett & District Museum (RADM), as well as details of the object(s) donated. The completed forms are kept in a locked filing cabinet in the museum. Plans are to make a copy of completed Object Entry Forms, to be kept in a separate, offsite location.
- **Volunteers and trustees:** Contact details of volunteers and trustees are kept as being of legitimate interest to the operation of the museum. Trustees and other individuals responsible for volunteer co-ordination keep these details at home for the purposes of being able to contact trustees and volunteers in order to co-ordinate volunteer activities and for museum stewardship duty or last minute cover when required. Other trustees and volunteers may also have a copy so that they can contact each other for cover if necessary. They have given their consent for their details to be kept. Trustees' dates of birth are also needed for the purposes of operating the museum's bank accounts.
- **Friends:** The museum maintains a friends group to help with community engagement and funding support for the museum. The RADM Friends Application Form includes a consent statement, with applicants agreeing that their details may be kept on file for the purposes of the administration of subscriptions, the sending out of newsletters and mailings, and for informing them of forthcoming meetings, events and activities. The museum holds this information offsite.
- **Email circulation list:** The museum maintains the names and email addresses of those supporters who give their verbal or written agreement that this may be done, for the purposes of sending out regular emails to keep people updated about the museum and its activities. Supporters may request for their details to be removed from this circulation list with immediate effect via the "unsubscribe" link at the foot of each such email. The email circulation list is stored in a private RADM account on the MailerLite mass email distribution website, as well as on a spreadsheet managed by the trustee responsible for circulating such emails.
- **Visitors:** The museum maintains a Visitors' Book and visitors may enter their names and contact details, as well as any comments about their visit to the museum, on a voluntary basis. This information is used to help the trustees gain a better understanding of the range of visitors to the museum and their views about their visit. Their contact details may also be entered into the Stewards' Notebook, which is locked away when the museum is closed. This is to enable the trustees or volunteers to respond to queries and requests made by visitors and, if requested, to add them to the museum's email circulation list.
- **Emails** sent to a museum email address are stored on the relevant recipient trustees' own computers and are shared or forwarded only on an "as needed" basis. Trustees are responsible for ensuring that their own computers are appropriately backed-up.
- **Google Drive:** The museum has a Google Drive account to store relevant documents safely and securely in the cloud. Access to the museum's Google Drive account is password protected and the password is only shared on an "as needed" basis among the museum's trustees and volunteers.
- **Accident/Incident Forms and Register of Concern Forms:** A folder containing any completed forms is kept in a locked drawer within the museum. Details are given voluntarily and kept in case there are any follow-up actions require
The RADM engages in no direct marketing activities and there is no sharing of personal data for marketing purpose.