

Seaford Museum and Heritage Society privacy notice

This privacy notice tells you what to expect us to do with your personal information.

Our contact details

Post **Seaford Museum, PO Box 2132, BN25 9BH, GB**

Telephone **01323898222**

Email info@seafordmuseum.co.uk

We are registered with the Charity Commission and our registered charity number is 1158790.

We are registered as a data controller under the Data Protection Act 1998 under reference number ZB891912.

What information we collect and use, and why

Seaford Museum collects a variety of both personal and non-personal data in order to plan, support and execute our work.

Archives Service:

We collect or use the following personal information as part of our **Archives service**:

- Contact details (name, address, telephone number, personal email address)
- Visitor's request for information

Our lawful bases for collecting or using personal information as part of **our Archive service** are:

- Legitimate interest: We keep contact details so that we can contact users about information they have been seeking.

CCTV:

The Museum premises are protected by CCTV, and you may be recorded when you visit the Museum. We use CCTV to help provide a safe and secure environment for visitors, our staff and for the collection and to prevent or detect crime.

The system is managed in accordance with our standard operating procedures and with good practice guidance issued by the Information Commissioner's Office (the "ICO"). CCTV images will only be accessed by authorised personnel and are stored for 6 months.

Customer administration and management:

We collect or use the following personal information as part of **our event booking process** or when we sell items through the **online shop**

- Customer name and email address
- Delivery Address for shop items
- Payment details - Seaford Museum will receive details about your order but no card details are provided. Any payment details are retained securely by our payment providers. We do not retain on our systems any payment details.

Our lawful bases for collecting or using personal information as part of **our event booking process** and **online shop** are:

Legitimate interest: We keep contact details so we can contact our customers to inform them of any changes to the event they have booked and to deliver items purchased from the online shop.

We use payment details to obtain payment for the event or shop item or to process a refund.

Donation of objects:

We collect or use the following personal information as part of our **acquisition process**:

- Contact details (name, title, address, telephone number, personal email address)

Our lawful bases for collecting or using personal information as part of **our acquisition process** are:

- Legitimate interest: We keep contact details so that we can contact potential donors about their offer. We keep contact details as part of our provenance for acquiring artefacts.

Email:

We collect or use the following personal information when we receive an email.

- We keep the whole email, which includes the email address and any personal details the sender supplies

Our lawful bases for collecting or using personal information from an email are

- Legitimate interest: We keep the email so that we can reply to it.

Financial donations:

We will assess your personal information for the purposes of credit risk reduction or fraud prevention (regrettably some people target charities for illegal purposes such as money laundering and, quite rightly, we are required to monitor financial activity and report suspected fraud to the appropriate authorities). We may use publicly available sources to carry out our due diligence. Any evidence of money laundering will be considered in line with the Know Your Donor guidelines from the Charity Commission.

Charities are increasingly targets for money laundering, and we will question unusual donor requests as suggested within the Charity Commission advice.

We will not accept support that is the result of illegal activity on the part of the donor. In assessing this risk we will only use information from reputable public sources, such as national newspapers or government websites which is in the public domain.

Loans:

We collect or use the following personal information as part of our **lending process**:

- Contact details (name, title, address, telephone number, personal email address)

Our lawful bases for collecting or using personal information as part of **our lending process** are:

- Legitimate interest: We keep contact details so that we can contact lenders about objects they have borrowed. We keep contact details as part of our tracking of the objects in our care.

Membership

We collect or use the following personal information from our **Members**:

- Contact details (name, title, address, telephone number, personal email address, linked member for Family membership)
- Gift Aid eligibility

Our lawful bases for collecting or using personal information as part of **our Membership service** are:

- Legitimate interest: We keep contact details so that we can contact members about renewal , museum events, volunteering opportunities and send them the Members' magazine. We keep Gift Aid status so that we can claim back Gift Aid tax from the Government.

Telephone system

We collect or use the following personal information on our **telephone answering machine**.

- Telephone number, and any message the caller leaves.

Our lawful bases for collecting or using personal information on our telephone answering machine are

- Legitimate interest: We use the telephone number and message to reply to missed calls.

Volunteer recruitment, administration and management

We collect or use the following personal information as part of **volunteer recruitment, administration and management**:

- Contact details (name, title, address, telephone number, personal email address)
- Bank details, for the purposes of paying expenses
- Date of birth
- Next of kin or emergency contact details
- Training history and development needs

Our lawful bases for collecting or using personal information as part of **volunteer recruitment, administration and management** are:

- Legitimate interest: We keep contact details so that we can contact our volunteers to inform them of work shifts and other information relating to their work in the museum. We keep next of kin details in case of an emergency. We keep training history and development needs to provide appropriate training, and to know where skills lie. We keep bank details to ensure we are paying expenses to the correct account.

We collect or use the following personal information for **managing volunteer health and wellbeing**:

- General health and wellbeing information
- Accident at work records
- Access needs or reasonable adjustments

Our lawful bases for collecting or using personal information as part of **managing volunteer health and wellbeing** are:

- Consent
- Legitimate interest:

We keep general health and wellbeing information to make sure we only ask a volunteer to perform a task they are able to do, and to be aware of the causes of any incidents.

We keep Accident at Work records to have a record of incidents, to make sure we address them and for evidence if there is an inquiry.

- We keep Access Needs records to ensure we have the necessary facilities available to ensure a volunteer can work safely at the museum.

Website

Our website contains links to other websites belonging to third parties and we sometimes choose to participate in social networking sites. We may also include content from sites such as these on our website, however we would like to advise that we do not have any control over the privacy practices of these other sites. You should make sure when you leave our site that you have read and understood that site's privacy policy in addition to our own.

Where we get personal information from

We collect your information from the following places:

- From customers directly via our event booking company, TicketSource.. TicketSource collect and process the payment details. No payment details are kept by us.
- From customers directly via a phone call to the museum. Contact details are recorded on a booking list. No payment details are taken. For paid events, payment is made by the customer calling in to the museum and paying using the till or paying at the venue.
- From customers directly via a visit to the museum. Contact details are recorded on a booking list. No payment details are recorded. Payment is made through the till.
- From customers directly from the online shop interface on our website www.seafordmuseum.co.uk. Payment details are passed to our payment processing company but not kept by us.
- From the Contact Us page on our website, using the online enquiry form.
- From emails sent directly to us.
- From potential donors directly, using our Donation form.
- From borrowers directly, using a Loan Out form
- From archive users directly, using an Access to Museum Archives form
- From volunteers directly, using our Volunteer Application form
- From members directly, using our Membership form
- From the telephone answering machine

How long we keep information

We will keep your information for as long as required to enable us to operate our services but we will not keep your information for any longer than is necessary. We will take into consideration our legal obligations and tax and accounting rules when determining how long we should retain your information. When we no longer need to retain your information we will ensure it is securely disposed of, at the appropriate time.

We transfer information from phone messages to the booking list, then to the TicketSource system as soon as possible, then the phone message is deleted.

We transfer information from customers visiting the museum from the booking list to TicketSource as soon as possible.

The booking list is shredded once the details have been entered to TicketSource. Any reports containing customer information are shredded or deleted up to one month after the event has taken place.

We archive customer information from TicketSource up to one year after the event.

If we do not acquire an item offered for donation, then the potential donor is informed and the donation form is shredded.

Once an item is acquired it is recorded in our handwritten Acquisition Log book with the donor's reference number only. Then the details are recorded on the password-protected digital Catalogue Database, along with the donor's details. This is kept for ever.

Loan forms are kept until the item is returned and has been checked for damage. Then they are shredded. The Loan information is kept on the password-protected digital Catalogue Database as part of our tracking of the objects in our care.

The information on the Access to Museum Archives form is kept for two years. Visitors only supply their details if they wish to be contacted with further information about their request.

We keep members' details until one month after they decide not to renew or tell us they no longer wish to be members.

We keep telephone messages until they have been passed to the person who can deal with them, or the caller has been contacted.

We keep recruitment information until the person knows whether they are to volunteer with us or not. We keep information about current volunteers while they are with us. We delete information one month after they have informed us they no

longer wish to volunteer. We keep volunteer bank account details and records of expenses paid for 7 years

We keep Accident at Work records for 3 years.

We keep CCTV recordings for 6 months

Who we share information with.

We do not transfer any information outside of the UK. We will not sell or swap your information with any third party. We will not share your image without your express permission.

We will share information if legally required to by police or a government body.

In some circumstances, we may share information with the following organisations:

Other museums

If we transfer an item to another museum we will supply the donor details as part of the item's provenance.

Data Processors

We use these data processors for the following reasons:

TicketSource

This data processor books places or tickets for our customers and provides reports for events.

SumUp

This data processor uses payment details to take payment for events and online shop purchases and to issue refunds where required. It is also used for inperson payments. No card details are provided or kept by us.

Square

This data processor uses payment details to take payment for events and online shop purchases and to issue refunds where required. It is also used for inperson payments. No card details are provided or kept by us.

MemberMojo

This data processor holds our membership list with contact details and distributes emails to specific groups.

Sage

We use an online accounts system provided by Sage. Information on our accounting records is required to be kept for a statutory six years. No personal information is retained on the system.

Sales system

We use an online database to record sales information. As part of our accounting records these are required to be kept for a statutory six years. Apart from the name of stewards no personal information is retained on the system. The website uses only essential cookies required to run the site which are not retained and not available to any third party.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal data.

Your right to rectification - You have the right to ask us to rectify personal data you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal data in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal data in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal data in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances.

Your right to withdraw consent – When we use consent as our lawful basis you have the right to withdraw your consent.

You don't usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you.

To make a data protection rights request, please write to us using the contact details at the top of this privacy notice.

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

Last updated

20th May 2025