

Gairloch Museum: Privacy Notice
(March 2023)



Privacy Notice

Gairloch Museum

Governing body: Gairloch & District Heritage Company Ltd

Date on which this notice was first published	28 February 2011
Date at which this notice was reviewed and amended	i) 23 March 2020 ii) 25 August 2021 iii) 08 March 2023
Date at which this notice is due for next review	February 2023

Museum's Statement of Purpose (As per the Articles of Association)

To maintain Gairloch Museum is the main activity of the Gairloch & District Heritage Company Ltd. The Purpose of the Company, as a Registered Charity, is to promote and encourage interest in, and care for, the history, culture, beauty and character of the Parish of Gairloch, for the benefit of all who wish to be engaged in such advancement of its heritage, be they locally resident, visiting the area in person or in contact through any form of communication from afar.

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Gairloch Museum is registered with the Information Commissioner and complies with the Data Protection Act of 2018. Where relevant, the Museum also complies with the Code of Practice published by Scottish Ministers under section 122 of Part V of The Police Act 1997.

In March 2023, Gairloch Museum secured registration with Disclosure Scotland. We will work in accordance with the provisions of the Protection of Vulnerable Groups (Scotland) Act 2007.

This document provides information on the personal data we collect regarding the collection, handling, storage, retention and destruction of information.

A. What personal information do we collect?

We collect the personal information that people give us voluntarily as part of activity bookings, attendance at events, online purchases, membership applications, Gift Aid forms, email list sign-ups and visitor surveys. We also gather personal information from our staff and volunteers.

As some of our events and activities may involve working with children and/or vulnerable adults, we are particularly mindful of our responsibilities with respect to disclosure information.

The information we collect may include:

- ❖ name, title, gender
- ❖ postal address, email address and phone number
- ❖ spouse/partner details.
- ❖ bank details
- ❖ data provided through surveys and analysis to review our implementation of the Equality, Diversity and Inclusion Policy, Section C1, relating to Protected Characteristics (Scotland).

We may also collect and hold information about any contact you have with us as a visitor, customer or supporter of Gairloch Museum. This may consist of the following:

- ❖ ticket purchase and event registration and attendance
- ❖ online retail purchases
- ❖ contact preferences
- ❖ Gift Aid status
- ❖ details of correspondence
- ❖ relationship with items in our collection (e.g. donor, creator)
- ❖ any other information provided at our request.

B. What do we do with personal information?

Depending on individuals' relationship with the Museum and preferences indicated, data we hold may be used by us for the following purposes:

- ❖ Sending promotional, marketing or fundraising information by post, telephone or electronic means. These types of communications can include:
 - information about our activities, events, exhibitions, events or new products
 - news and updates about Gairloch Museum

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- information on our fundraising operations, including occasional targeted requests to consider giving financial support to Gairloch Museum, or requests for other types of support
 - other relevant communications based upon individuals' relationship with Gairloch Museum.
- ❖ Sending out surveys, and for market research purposes
 - ❖ Using tools that monitor the effectiveness of our communications, including email tracking, which records when an e-newsletter from us is opened and/or how many links are clicked within the message. The data from this tracking is generally used in an aggregated and anonymised form.
 - ❖ Applying for Disclosure Scotland certificates
 - ❖ Adding staff members to pay roll or reimbursing staff/volunteers expenses

It is possible to opt out of any or all communications at any point simply by contacting info@gairlochmuseum.org

There are some membership and donation communications that we are required to send regardless of contact preferences. These are essential communications, deemed necessary to fulfil our contractual obligations to you. This would include membership cards, renewal reminders, Gift Aid confirmation letters and querying returned mail.

C. Who might we share personal information with?

We do not disclose personal data to any third parties or external organisations other than our bulk email distributor Mailchimp and our membership operations via Membermojo. Specifically, we will only use Disclosure information for the purpose for which it was requested and provided. It will only be shared with those authorised to see it in the course of their duties and not be shared with any third party unless the subject has given their written consent and been made aware of the purpose of the sharing.

We are required to ensure any transfers of data will be done securely, in accordance with best practice, and in compliance with the Data Protection Act 1998. Data will never be sold or passed to any third party for any other purpose.

D. How do we ensure your information is kept securely?

We take measures to protect against unauthorised access and improper use or sharing of personal data. We do not keep Disclosure information on an individual's personnel file. It is kept securely in lockable, non-portable storage containers. Access to these is strictly controlled and limited to authorised named individuals who are entitled to see such information in the course of their duties.

All our employees and volunteers 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. GDHC recognises the duty on the organisation to report certain personal data breaches to the Information Commissioners Office and the individual(s) concerned within 72 hours of becoming aware of the breach.

E. Retention and disposal of information

In accordance with the legislation, we do not keep Disclosure information for longer than necessary. This may relate to the date when a relevant decision has been taken, allowing for the resolution of any disputes or complaints, and/or the date an individual ceases to do regulated work for the Museum. We will not retain any paper or electronic image of the Disclosure information. We will, however, record the date of issue, the individual's name, the disclosure type and the purpose for which it was requested, the unique reference number of the disclosure and details of our decision. The same conditions relating to secure storage and access apply irrespective of the period of retention.

We will ensure that Disclosure information is destroyed in a secure manner i.e. by shredding, pulping or burning. We will ensure that Disclosure information which is awaiting destruction will not be kept in any insecure receptacle (e.g. a waste bin or unlocked desk/cabinet).

F. Use of CCTV in the Museum

F.1 The Museum operates CCTV at our facilities for the purposes of maintaining the security of property and premises and for preventing and investigating crime. The personal data collected are the visual images of persons in or around our buildings and facilities. CCTV may also be used to monitor staff when carrying out work duties.

F.2 Processing of this data is necessary to protect the vital interests of the data subject or another person; for compliance with legal obligations; and for the performance of tasks carried out in the public interest or for our Museum functions.

Only Gairloch Museum will process the data. It will not be transferred to third parties other than, in certain circumstances, when we might be required to disclose the CCTV images to authorities such as the police and emergency services.

F.3 In normal circumstances, captured data will not be retained for more than five weeks, although we may process footage for a longer period, for example if the footage is relevant to an investigation.

G. How can I access the information about me?

You can ask us if we are keeping any personal data about you, including CCTV images, 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. There may also be a fee of up to £10 depending on the volume of work required. Please try to be as clear as possible about the information you are seeking.

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Once we have received your Subject Access Request, the agreed fee and proof of identity, you will receive a response from us 28 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 Protection Officer Gairloch Museum
Gairloch
IV21 2BH

Email: info@gairlochmuseum.org

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 Gairloch Heritage Museum, please contact info@gairlochmuseum.org.

H. 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 on our website and will apply from the time we post them.

I. How to contact us

If you have any comments on our privacy notice, or information we hold about you, please contact us:

- ❖ by email to info@gairlochmuseum.org
- ❖ or in writing to Gairloch Museum, Gairloch IV21 2BH.