



Privacy Policy

July 2020

Approved 17th July 2020

Review Date July 2021

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Coldharbour Mill Trust Ltd. Coldharbour Mill, Uffculme, Devon. EX15 3EE



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www.coldharbourmill.org.uk

Registered Charity No: 1123386 Company No: 06389577





Purpose of policy

The purpose of this policy is to give you information about how we collate and use the information we gather from you directly and from third parties

Coldharbour Mill Trust Ltd is committed to protecting your personal data and working in accordance with all relevant data protection legislation. This privacy policy explains how the organisation uses the data we collect on our supporters and visitors.

This Policy will be updated reviewed and updated annually or in line with changes we make to how we use or process your data.

What data do we hold?

We collect personal data such as your name, e-mail, telephone number or mailing address from you when you voluntarily choose to register on our website for our newsletter, for purchases, for membership or other Coldharbour Mill Services. This also includes registering as a volunteer, attend an event, making online retail purchase, making a donation or other ways you may engage with the organisation.

Data collected may include:

- Contact details – name, address, telephone and email
- Your attendance at invited events, details of donations you have made, events where you have purchased tickets
- Your mailing preferences – when you sign up to hear from us via email or post
- If you have become a member of the mill, and your membership level.
- Ticket sales information
- Information needed for collections' management purposes
- Photographs and Videos
- Gift Aid consent
- COVID-19: Data Relevant to NHS Track & Trace



How do we use your data?

The information is either needed to fulfil a service or to enable us to provide you with a more personalised service.

Coldharbour Mill may use your personal data to better understand our customers and markets or other information collected to help us improve our content or services facilitate sales and support our fundraising program.

The information we may wish to provide to you includes details of exhibitions, events, collections, appeals, conservation, campaigns, membership, services, products, fundraising, newsletters, feedback, competitions and other activities and those of other carefully selected organisations.

It may include:

- Sending you our news and events booklets
- Inviting you to events
- Informing you of upcoming events and activities
- Asking you to support the museum by volunteering your time, experience or financial support

These activities include an element of direct marketing.

Communications may be sent to you by post, email, social media or telephone depending on your mailing preferences if you have selected one.

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please contact us.

If we need to use your personal data for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.



NHS Track & Trace

Your data that is collected for NHS Test and Trace will be retained for 21 days after your visit, at which point it will be deleted or destroyed, unless we usually collect this data for other legitimate business purposes in accordance with this policy

Where your data is passed to NHS Test and Trace in the case of a suspected outbreak, your information will be kept for up to 8 years, as part of the standard contact-tracing retention period set out by PHE.

For NHS Track and Trace we may ask for the following data:

Information about staff:

the names of staff who work at the premises
a contact phone number for each member of staff
the dates and times that staff are at work

Information about customers and visitors:

the names of all customers or visitors, or if it is a group of people, the name of one member of the group
a contact phone number for each customer or visitor, or for the lead member of a group of people
date of visit and arrival and departure time

How we obtain your details

We collect your personal information in a number of ways.

- When you provide it to us directly
- We collect it as you use our websites or apps



- When you have given it to a third party and you have provided permission to pass your information on to us
- From publicly available sources (where possible) to keep your information up to date.

Children

If you are under 18 please ensure you obtain your parent/guardian's consent before sending any personal information to any website or to Coldharbour Mill. We do have activities for those under 18 so may ask your age. Before taking part please ensure you speak to your parent or guardian.

How will we share your data?

Coldharbour Mill will share information including personal data with its affiliated Charities and Companies only (Coldharbour Mill Ltd, Friends of Coldharbour Mill).

How do we protect your data?

The museum does not sell data to third parties. Data may be disclosed to our external organisations acting on behalf of Coldharbour Mill, for instance our volunteers but all will be bound by the terms of this privacy policy and GDPR legislation. Your data is stored securely on the trusts' customer relationship management, volunteer, till and collections databases. These databases are accessed by a limited number of staff. Website registration information is securely and privately held on the website. These systems are protected by Coldharbour Mills security procedures.

Your rights to be able to access the personal information we collect

You have a right to request a copy of the personal data that we hold about you and to have any inaccuracies in this data corrected. Please use the contact details at the end of this policy if you would like to exercise this right.

We always respect customers' interests, fundamental rights and freedoms. You have the right to ask for your personal data to be removed from our database at any time. If you wish to do this, please use the contact details at the end of this policy.



Please bear in mind, however, that if you request to have your data removed it will affect our ability to carry out tasks above that are for your benefit. We try to respond to all legitimate requests within one month.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data.

This is a security measure to make sure that personal data is not disclosed to any person who does not have to right to receive it.

We have the right to amend and update this policy from time-to-time, to fully comply with changes in legislation.

Please get in touch with us if you have any questions about this policy with regards to how we collect and process customers' personal information.

Martin Halse
Chief Executive

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