

NATIONAL JUSTICE MUSEUM PRIVACY POLICY

WE ARE COMMITTED TO RESPECTING AND PROTECTING THE PRIVACY OF YOUR PERSONAL DATA

About us

The National Justice Museum is run by a charitable trust (Registered Charity Number 1030554) and operates two visitor attractions in Nottingham; the National Justice Museum at the former Nottingham Shire Hall and County Gaol, High Pavement, and the City of Caves, Broadmarsh Centre, Middle Pavement. We also provide public legal education from our locations in London, Nottingham and the North West, and have established a commercial trading subsidiary to handle our conference, corporate hospitality, event, banqueting, and retail activities.

This privacy policy applies to all personal information collected by, or submitted to us across all areas of our day-to-day operation. The policy explains how we collect, store and use any personal data we hold. It identifies standards we have set to collect, use and store data responsibly and in compliance with data protection regulation.

Please note. We regularly review our data practices and procedures and this policy may change as a result. So, do check the policy at www.nationaljusticemuseum/privacy on our website from time-to-time, and make sure you remain happy with our approach and processes.

Any questions about this policy and the practices and procedures it describes, should be sent by email to Communication@nationaljusticemuseum.org.uk, or by writing to The Communications Department, National Justice Museum, Shire Hall, High Pavement, Nottingham, NG1 1HN.

What you can expect from us

On your behalf we are committed to:

- using personal data fairly and transparently
- ensuring personal data is stored and used in a secure environment
- giving you greater choice and control over how your personal data is collected and used.

If we hold any data we will ensure that it is:

- handled by us fairly and lawfully
- used only for specified and lawful purposes
- accurate, and kept no longer than necessary
- only transferred to third parties with your specific consent unless required by law

- properly protected and used only in accordance with your consent.

How we collect information

We collect information from you when you use our website, for example, when you book a place on one of our tours, and when you book at reception or with our hospitality and events team, make a Gift Aid donation, or consent to receive newsletters and updates on events at the Museum and at City of Caves in Nottingham.

The personal information we collect

The type and nature of the information we hold varies according to the nature of any visit to our website, our premises and visitor attractions, or any work or volunteer and work experience activity undertaken on our site. This may include your:

- name
- address
- IP address
- mobile device identifier
- e-mail address
- telephone and/or mobile numbers
- correspondence
- financial details related to visitor debit and credit transactions, and Gift Aid donations.

Use of 'cookies'

Our website uses Google Analytics tracking cookies which are small pieces of information sent to your computer and stored on your hard drive to allow the website to recognise you when you visit. They do not identify you as an individual. They collect statistical data about your browsing actions and patterns, and your general location. You can switch off cookies by setting your browser preferences.

Third party handling of data

When you make a donation to us, or purchase a ticket from us using a debit or credit card, the data is collected by our third party payment processor, who specialises in the secure online capture and processing of credit/debit card transactions. This third party processor has confirmed the processes and systems handling your data are compliant with data protection regulations.

How we collect personal data

We only collect personal data when it is lawful for us to do so, and have been given informed consent to use. We only store data as long as is necessary, and we regularly review our data collection and storage processes to ensure they remain compliant with the law and any consents you have given. In some cases, we may need to store your data without consent for legal reasons, for example financial data we are required to share with HMRC for Gift Aid purposes, or employment purposes.

This policy applies to information we collect in the following ways:

- visitors booking at our Nottingham Museum and Caves sites
- visitors booking at our Museum and Caves online
- applications for jobs and volunteer work
- applications for student work experience
- any complaints we receive
- people making enquiries or asking for general help
- job applications
- donations.

How we use personal information

Dependent on your consent we will use your information to:

- pay for bookings and tickets
- process Gift Aid donations
- carry out obligations arising from any contract between us
- send you communications you have requested that may be of interest to you such as e-newsletters, event invitations, special offers, and special promotions
- process volunteer applications, job applications, student work experience placements
- process and retain employment and volunteer records.

We review any personal data we hold on a regular basis to ensure that it is being held according to your wishes, and that it is held no longer than necessary, although legally we have to hold certain types of information for a set period, for example, the payment detail involved in the collection of Gift Aid donations.

Access to your personal data

We will not sell your information to third parties in part or whole, nor will we share your information with third parties for their own marketing purposes.

Where we use third party service providers to carry out audience research, and provide transaction services such as bookings and ticket purchases, we ensure that the third party holding the information, stores this information securely and confidentially, in compliance with all legal requirements, and that this is no longer than is necessary. We will only send your personal data to the audience research provider if you have given your consent.

We will release information to a third party if you request us to do so, or where we are required to do so by law, for example, in the investigation or prevention of crime.

Giving you choice and control

You can choose whether or not you want to receive marketing communications from us, and you can control what sort of information you receive. We are committed to giving you detailed and clear options for receipt of these services, and we will only send communications after you have given your specific consent through our online booking forms, or when dealing with us over the phone, or face-to-face.

Accessing your personal data

If you want to check what personal data we hold about you, please email us at Communication@nationaljusticemuseum.org.uk, or write to The Communications Department, National Justice Museum, Shire Hall, High Pavement, Nottingham NG1 1HN.

Personal data security

The security of your personal data is extremely important to us and we are taking a whole organisation approach to ensuring it remains secure. Every member of staff has a specific responsibility for ensuring personal data provided to us is used according to strict protocols. Any sensitive information like bank account and credit/debit card details is encrypted and protected. When you are on our website providing your details for a booking, a lock icon will appear confirming the security of the page.

Email addresses can never be 100% secure because of the nature of transmission over the internet. As a result, when you transmit information to us you need to be aware this is at your own risk. When we receive that information we will take steps to ensure the security of your data on our system.

Use of 'cookies'

Our website uses Google Analytics which sets a tracking cookie that will store enquiry form submissions. These provide us with a way of better understanding how people use and find our website. They provide anonymous general information such as whether the visitor is using a computer or mobile phone. The information may also be used to:

- track visitors as they navigate our website
- improve the website's usability
- analyse the use of our website
- administer our website.

Cookies are systematically deleted.

More information on cookies created by Google Analytics is available at

<https://developers.google.com/analytics/devguides/collection/analyticsjs/cookie-usage>

Links to other websites

This privacy policy applies only to our website. While we generally do not use links to websites run by other organisations, if a web link is ever provided on our site to another website we would encourage you to read the privacy statement of that website first as we cannot be responsible for the privacy of another site. In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policy and practices of the owners and operators of the other site. Again, we would encourage you to check the privacy policy in the first instance.

Under 18 years of age

We will never ask for the personal information of anyone aged 18 and under. We require parental/guardian consent for such information to be given.

Data transfer outside the EU

The information which you provide to us may be transferred to countries outside the EU. For example, the e-marketing software servers we use to send out updates and newsletters are based outside the EU domain. We have received assurances from the suppliers of these services that all necessary security measures are in place for the transfer of information on their systems, and that no data is stored on them long-term.

Policy review

This policy will be reviewed annually.

Date of policy 17 March 2023