Data Protection Policy

Gilbert White & The Oates Collections
High Street, Selborne, Alton, Hampshire GU34 3JH

Policy Statement

The privacy and security of all personal information that we hold, is extremely important to us. The purpose of this policy is to ensure that all personal information about individuals which is processed, (collected, held and/or used), by Gilbert White & The Oates Collections (both the trading company and the charity) must be dealt with fairly and in accordance with the Data Protection Act 2018. This policy explains how and why we use personal data.

It is the responsibility of the Museum Director to ensure that this policy is complied with.

This policy applies to you if you are:

- A supporter of Gilbert White & The Oates Collections (GWOC), whether that is as a member, donor, volunteer, customer, trustee or employee
- You use any of our services
- You visit our website
- You email, call or write to us

Who we are

In this policy, whenever the words "us", "we", "our" or "museum" or "GWOC" are used, it means Gilbert White &The Oates Collections and Gilbert White & The Oates Collections Trading Company.

For the purposes of the Data Protection Act 2018, the 'data controller' will be Gilbert White & The Oates Collections (GWOC). GWOC determines the purposes for which, and the manner in which, personal data will be used. All persons who process the data will be employees of GWOC.

Personal data may only be processed if the data controller has registered with the Information Commissioners Office (ICO). GWOC is registered with the ICO and follows the ICO's Guidance on Video Surveilllance.

Our Commitment:

Everyone in the organisation responsible for processing personal data must follow the principles of the Data Protection Act 2018 and its implementation through the General Data Protection Regulation (GDPR). GWOC is committed to ensuring the security and protection of the personal information that we process and to provide a compliant and consistent approach to data protection.

They must make sure the information is:

- used fairly, lawfully and transparently
- used for limited, specifically stated purposes
- used in a way that is adequate, relevant and not excessive

- accurate
- kept for no longer than is absolutely necessary
- handled according to individual's data protection rights
- kept safe and secure
- kept in such a way that compliance with all the principles of GDPR can be demonstrated

What information do we hold:

As a charity, reliant on fundraised income, it is in our legitimate interests to use personal data to help us understand our supporters and potential supporters, tailor our communications and use our resources effectively.

Employees

We hold personal data (any information which identifies you) about employees such as names, postal and email addresses and telephone numbers, details of next of kin, contracts of employment, salary details, P45/P60, health forms, employment history, details of any grievance/disciplinary action whilst in our employment and equal opportunities information. Additional information will be held about employees where it is necessary for us to fulfil our statutory responsibilities imposed by law on us as an employer including tax, National Insurance, equal opportunities monitoring and employment checks.

Volunteers

We hold personal information about volunteers such as names, postal and email addresses and telephone numbers, details of next of kin, health forms, employment history, equal opportunities information. We may keep this information for such things as processing expense claims or recognising your contribution as well as for legal or contractual reasons to protect us (including in the event of an insurance or legal claim) and for safeguarding purposes.

Trustees

We hold personal information about Trustees such as names, postal and email addresses and telephone numbers, brief employment history, membership of professional/trade bodies and nationality. We hold this information to enable us to carry out checks, provide administrative support and communicate with you, send you invitations, send agendas and minutes from meetings and keep you up to date on projects you may wish to be involved in.

Members

We hold personal information about Members of Gilbert White & The Oates Collections such as names, postal and email addresses and telephone numbers. We hold this information in order to fulfil your membership which includes sending newsletters, reports and information on events and projects which might interest you.

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Visitors
We hold personal information about visitors who have included gift aid such as names, postal and email addresses and telephone numbers.

Donors
In addition we hold personal information about individual donors and potential donors for the purposes of establishing or obtaining membership or support for the organisation.

With consent, we may use your contact details to invite you to meetings and events and send you information on projects and update you on the impact your support is having.

Sensitive Personal Data
Sometimes we have to collect and use sensitive personal data on our employees and volunteers. This is defined as information about racial or ethnic origin, religion or similar beliefs, physical or mental health, sexual life and criminal allegations, procedings or convictions. We collect this information to help us monitor such things as equal opportunities and to research whether we provide a high level experience for everyone, regardless of their background or beliefs, but this is only ever analysed on a group rather than individual level.

Children's Personal Data
Our purpose as an organisation is to encourage journeys into the natural world and to educate, so children are important to us. We don't want to exclude young people from activities and opportunities for volunteering, for example through the Duke of Edinburgh Awards Scheme or work experience, so we may need to collect and store personal data. Additionally, children attend activities in school holidays specifically for children. However, in most cases, when parents book a place on these activities, they usually give their own details, rather than that of the child. In the case of older children, if they complete forms or send emails themselves, then we will store this information to help us support them while they are with us and keep them safe (e.g next of kin contact details and, relevant medical information). Children should always ask a parent or guardian for permission before sending personal information to anyone online.

We will not use data for a purpose other than that agreed by data subjects. If the data held by us is requested by external organisations for any reason, this will only be passed with the consent of data subjects. Such consent may be implicit.

Closed Circuit Television (CCTV)
Areas of the museum have Closed Circuit Television (CCTV) and you may be recorded when you visit. CCTV is used to provide security both to our members of staff, volunteers and visitors and to the Museum itself. CCTV will only be viewed when necessary, for example to detect or prevent crime and footage is stored for a set period, after which it is recorded over. Access to footage is limited to specific, an authorised staff and stored securely with authorised log-in. Gilbert White & The Oates

Collections complies with the Information Commissioner's Office Guidance on Video Surveillance and we display notices so you know when CCTV is used.

Marketing Communications
If you agree to receive marketing information from us, you can always change your mind at a later date (please see section Your Data Protection Rights). We will never share your information with companies outside of our organisation who want to use it for their marketing purposes.

Cookies
Cookies are small text files placed on your computer to collect internet log information and visitor nehaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity. For further information visit www.aboutcookies.org or www.allaboutcookies.org. You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

Targeted Advertising
If you don't want to see targeted advertising about our events and activities on social media, please refer to the instructions provided by the social media site e.g Facebook, Twitter, Instagram and Google.

Online Payments
If you purchase tickets for Gilbert White & The Oates Collections via our website, you do so through a payment gateway which is ArtTickets. Your name, if given, can be seen on our portal to ArtTickets but is not used, other than to rectify any issues that may arise such as changing the date of your visit. The portal is pasword and log-in protected and accessed by authorised members of staff only.

Holiday Flat Bookings
Bookings for Stableyard Cottage, the holiday flat within the grounds of the museum, are fulfilled through the Cottages.com website. Authorised members of staff are able to view booking details such as email address, name, dates booked on the Cottages.com portal in order to confirm bookings and send arrival and departure information. However we do not store or process your personal data as it stays within Cottages.com, who have their own Privacy Policy. Please refer to the Cottages.com Privacy Policy for more information about how your data is used.

Wedding and Events Bookings
We store personal data about you so that we can correspond with you about planning and preparing for your event. Your personal data is stored in a log-in protected spreadsheet. Any paperwork such as contracts are locked away when not in use and can only be accessed by authorised staff.

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How is the information held:

GWOC holds data in four main formats;

- paper records which are locked away when not in use. Access to paper records is limited to specific individuals
- computer spreadsheets protected by a log-in
- data held on the CRM database which is protected by a log-in
- data held on the museum's EPOS till, mainly Gift Aid. Our till system is Square®. Information is used only for the purposes of payment or in the event of an issue arising, a refund. Square® has its own privacy policy.

The CRM database and the EPOS till system are cloud-based and the data held is fully encrypted by our service providers, with whom we have a written contract.

If you make a donation via our website, you will do so through a "payment gateway" which is a direct connection to a payment service provided by a bank. This means that when you input card data, you are communicating directly with the bank and the bank passes the payment on to us. This means that your payment card information is handled by the bank and not processed or held by us.

Gifts in wills data

Where a donor has passed away, and we are in the process of receiving their legacy gift, we will process personal data of individuals involved in the estate administration for the purpose of ensuring our compliance with legal obligations in receiving and using the legacy gift for our charity's purpose. We collect personal data from Executors, Trustees, solicitors and other professional third party instructed in the legacy administration process.We also receive copies of wills which contain personal information. We may use these to seek permission to thank relatives, next of kin and family members and to report on progress of a legacy gift and how it has benefitted Gilbert White & The Oates Collections.

All staff will receive regular training on how to keep personal information secure.

Access to personal information:

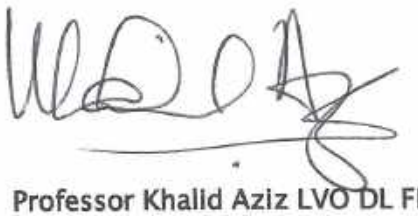
All data subjects have a right to request a copy of all information held about them (Subject Access Request). Such requests will be responded to in a timely manner, however there may be a reasonable fee should the requests be repetitive or excessive.

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If you have any questions relating to this policy or how we use your personal data, please send them to the Director of the Museum;

Email address:directors@gilbertwhiteshouse.org.uk

By post: The Director, Gilbert White & The Oates Collections, The Wakes, High Street, Selborne, Hampshire, GU34 3JH



Chair of Trustees **Professor Khalid Aziz LVO DL FRSA** **23 September 2024**