

1. Purpose

This document sets out details of the Queen Street School Preservation Trust's privacy notice in relation to information collected about you.

It is a requirement of the General Data Protection Regulation, 2018 (GDPR) which replaces the Data Protection Act (1998).

Any electronic communications will be made in accordance with the Privacy and Electronic Communications Regulations (PECR).

2. Who we are

Queen Street School Preservation Trust
Wilderspin National School
Queen Street
Barton upon Humber
North Lincolnshire DN18 5QP

We are registered as a Charity, and our registration number is: 1047187

We are registered as a Private Limited Company with Companies House, and our registration number is: 2844791

We operate the Wilderspin National School Museum and the Joseph Wright Hall. Our coffee shop, The Old School Canteen, is operated independently.

3. What information do we collect about you?

We collect personal data relating to:

Visitors, people who take part in events, and users of our site

We collect and hold information about any contact you have with us as a visitor, customer or supporter of the Wilderspin National School & Joseph Wright Hall as part of visitor surveys, bookings for events, ticketing, Friends Membership, Gift Aid donation, collection donation forms, e-newsletter sign-ups, Wilderspin Lottery and other fund raising activities.

This personal data may consist of details of:

- anonymous visitor profile data for survey use and evaluation of our performance – approximate age, gender, accompanying visitors, postcode
- ticket purchase and event registration / attendance – for getting in touch in case of last minute changes to programmes etc;
- contribution / participation in events and activities – for letting people know about forthcoming events / activities which may interest them (only if people have opted in to receive this information
- contact preferences – whether by phone, email or text
- Gift Aid status – when fund or purchases – in-kind have been received for which the Trust claims Gift Aid

- details of correspondence sent to you, or received from you – so there is a record on file which may be used to pursue matters in the future
- any other information provided by yourself at the request of the Trust.

4. Our staff & volunteers

We collect personal data about volunteers who work with us including contact details and information about our volunteers' activities with the Museum and Joseph Wright Hall.

Personal information we collect may include:

- your name, title, gender and date of birth
- postal address, email address, phone and mobile numbers
- family and spouse/partner details of staff for emergency use
- current interests and activities
- curriculum vitae and /or application details of employees
- employment information and professional activities – so we can match volunteers' skills and interests to the work we do, and utilise peoples' skills safely

When we ask you to provide your personal information we will let you know why we are asking, and how we will use your data, by directing you towards this notice. And you can ask for its deletion subsequently if you change your mind or your circumstance change.

5. What we do with your information

Depending on your relationship with Trust, and the preferences you have indicated, data we hold may be used by us for the following purposes:

To send you promotional, marketing or fundraising information by post, telephone or electronic means. These types of communications can include:

- informing you of other products, services or events related to Trust, such as exhibitions or events
- news and updates about Trust, such as *What's On* guides and leaflets, and marketing or supporter e-newsletters or printed newsletters
- information on our fundraising operations, including occasional targeted requests to consider giving financial support to the Trust, or to ask you to consider supporting us in other ways
- other relevant communications based upon your relationship with the Trust.

To send or involve you in surveys, and for market research purposes.

Tools may be used to monitor the effectiveness of our communications with you, 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.

You can opt out of any / all of our communications at any point simply by contacting:

wilderpinschoolmuseum@gmail.com

There are some membership and donation communications that we are required to send regardless of your contact preferences. These are essential communications, deemed necessary to fulfil our contractual obligations to you. This would include thank you letters, Friends benefits such as *a newsletter*, Gift Aid confirmation letters and querying returned mail or bounced emails.

6. How we store, update, screen and analyse your information

There are four offices: School ground floor (widely accessible – low/medium security); first floor office (ore restricted access/medium security); Archive office (locked when not in use – medium / high security); Development Officer's office (locked access when not in use – medium security). All offices are locked overnight.

All personal computers are password protected. Only staff with clearance have authorised access to them and the data stored on them.

7. Staff & Volunteer's Data

Highly confidential personnel information including recruitment information, and data relating to staff interests, activities, training records and reviews is mostly hard copy paper format, kept in locked files.

Some aggregated electronic files are stored on the main Office computer including aggregated training overviews and statistical analytics.

Volunteers' contact details for office uses such as rostering, contacting staff and emailing the Staff Bulletin. One electronic master copy is stored in the Office which is updated regularly. Access to the computer used to store this data is restricted to the Development Officer, Administration Assistant and IT Volunteer. One additional copy is held by the Development Officer only. Only staff who have consented will be included. Their method(s) of contact will be included.

A printed copy is stored in the Office. This copy will be accessible to on-duty staff to facilitate emergency and other contact with colleagues for staff who have consented. Their method(s) of contact will be included. This copy is clearly marked "Authorised Copy May 2018" and is printed on yellow paper to distinguish it from previous copies. Previous copies of data held electronically or in hard copy prior to May 2018 and the GPDR 2018 taking effect will be destroyed.

A back-up copy of all files is stored on a hard drive locked in a secure cabinet in the Archive Store which is also locked.

To update your data and check if we have accurate contact details for you - see *How we update, screen and analyse your information* for further information.

We try to update records of staff as often as we can to ensure your data is as accurate as possible. We'll tell staff when this is being done, Staff are entitled to see any changes to their personal data and informed where what the source of the data is. Staff should get in touch with the Designated Data Protection Officer for access to their records.

Staff are requested to sign a training register of participants at training meetings. The information is transferred to an electronic training log in the Office as soon as possible, and the hard copy sheet destroyed. The training log records the participation of staff and volunteers in training courses as part of our mission to assist with personal development. If more information other than names and organisation is required of participants attending training course separate cards will be used.

Staff and contractors on site are required to sign a signing in/out sheet at Reception required for health and safety purposes. Completed sheets are destroyed regularly.

Personal data will not be shared except for things such as requests for references. If it is, the member of staff will be informed.

8. Visitors' & Users' Data

An anonymous daily record of visitors visiting the Museum on public open days is kept at Reception. This data is transferred to a spreadsheet in the Office each week.

The number of people using our premises as part of activities carried out by clients is recorded in hard copy in each function room. This data is transferred to a spreadsheet in the Office each week. Clients are responsible for their own signing in sheets.

Customers booking for events will be asked to give their name and contact details, usually a telephone number. This data is stored in an Events File held at reception, in hard copy paper format only. It may, in the future, be electronically stored. The contents are accessible and visible to Reception staff only. The data (paper and electronic) is destroyed after the event.

Personal contact data provided by the organiser of an event is kept in a separate Events File in the Office. All information relating to an event, including the organiser's contact details, is archived in the Office if consent has been given for this. If not, the personal information will be destroyed.

Anonymous, aggregated, analytical data is stored electronically on the Development Officer's computer and back up hard drive only. Electronic and hard copy reports using the data will be distributed to relevant people including the Council of Management.

Members of the council of Management are responsible for the secure care of aggregated data shared with them and reported to them.

As of 2 July 2020, until further notice, the Trust had agreed to assist with the government's Track & Trace scheme as part of precautions to limit the transmission of the Covid 19 virus. Museum visitors and coffee shop customers are requested to record the name of the leading householder(s) and telephone number. All contracting personnel working on site should also leave contact details. The information will be treated as confidential, unseen by others unless requested by local public health officials in the event of an incident of Covid 19 notification when visitors, customers and contractors will be contacted and advised to self-isolate for the required period of 14 days. The information will be safely secured for twenty-one days, as required. It will then be destroyed.

9. Telephone Data

Messages from telephone callers is stored in a Message Log at Reception. This enables us to monitor how calls are dealt with. The message Log should not be left open, unattended. Callers' contact details will only be recorded if they are happy to have them recorded in the log.

10. Wilderspin National School Website

A supplementary privacy policy relating to the website, including details about its use of Cookies, is available separately.

11. Personal Images

Photographs of staff, visitors and participants at events are stored in the Collections Archive in digital format. Selected images from the Archive may be printed for display or used in marketing and publicity material.

Wherever possible, normal practice is to ask permission of staff and visitors before photographs are taken, and/or to advise visitors and participants at events that photographs may be taken, and that if people do not wish to be photographed they should let a member of staff know.

Class & school images of former pupils and staff of the Church School are stored in the Collections Archive in digital format. Hard copy prints are on public display in the Museum.

Images taken during school visits to the Museum require permission from the schools, obtained in advance as part of our school bookings procedures. Schools will advise the Museum of any children who should not be photographed. Images taken as part of the session *The Camera Never Lies* will be deleted from our files as soon as the school has confirmed receipt of them, unless the school has given their permission for us to keep the images and use them in publicity – in which case they will be stored in the Collection Archive.

The permission of Museum staff should be sought before their photograph is taken as part of a school visit to the Museum.

12. Collections Data

Personal contact details associated with material (objects, documents, photographs, recorded oral testimony) donated to the Trust's Collections is securely stored in the Collection Archive. The permission of donors is required at the time of donation for their details to be kept confidential or if they are happy for their name to be associated with items, for instance when items are put on public display. Donors are requested to sign transfer of ownership and copyright permission forms at the time of donation. This documentation will be kept on file in perpetuity.

Collections data is stored in hard, paper format and in an electronic database. The database is stored in the Collection Archive only. A back up copy is kept on hard drive which is stored in the School Museums safe.

Original oral testimony recordings are kept on the Archive computer and back up hard drive, stored in the School Office. Copies are kept on other computers so that they may be used in public displays, on the website, and on the internet. Contributors will have signed their permission for this at the time of recording, and will have signed the copyright permission form at the time of recording.

13. School & Group Visits Data

Teachers organising school visits complete an online booking form which includes their name and school contact details. This is returned to bookings4wilderspainschool@gmail.com then stored in the Office. It may include personal details of pupils with special needs. A hard copy is printed and filed in the Office.

Following a visit, the hard copy is used by the session leader to record actual numbers in the group, and returned to the Office for invoicing. The number of children and adults visiting is recorded in a spreadsheet stored in the Office, and the booking sheet is destroyed. The aggregated data is used to report on school visits performance.

Other groups book their visit by phone, email or in person. Details of their visit are recorded on a Group Visits form which is stored in the Office. This contains information about the group,

including contact details of the group leader, and any special requirements of people in the group. Following the visit, the form is destroyed.

Outline details of school and group visits is transferred to desk and electronic diaries stored in the Office. This can include the name of the group only.

The addresses of schools and groups that have visited are stored in a spreadsheet stored in the Office for future marketing purposes if the organising teacher or group leader has opted in.

14. Private Hirers' Data

Information supplied by post, phone or email from clients hiring the premises is used to complete a Hire Agreement and an internal facility hire form. Hire Agreements are filed in the Office. Facility hire forms are filed in a desk file in the Office and are accessible to staff who may require details about the activity it relates to e.g. Caretaker for room set up requirements. The form is destroyed after the hire period. Hire Agreements are kept and filed in the loft Archive Store.

15. Data Reviews

We continuously review records of supporters to ensure your data is as accurate as possible. We may consult alternative sources in order undertake these checks, such as:

- Royal Mail National Change of Address database (NCOA);
- BT Operator Services Information System (OSIS);
- Reviewing employment information that you have made publicly available via social media;
- Newspaper articles, publications and company websites;
- Companies House and other company information databases;
- Charity Commission registers;
- Any other publicly available sources.

If we were to appoint an external party to undertake a screening of information, any such arrangements will be subject to a formal agreement between Trust and that organisation, to protect the security of your data.

You can opt-out of your data being utilised for analysis (with the aims of targeting communications with you appropriately, or finding up to date contact information in the case of gone away mail) simply by contacting development@nms.ac.uk

16. Who we might share your information with

We do not disclose personal data to any third parties or external organisations, other than data processors carrying out work on our behalf.

An example of such data processors would be online mailing houses e.g. MailChimp for the sending of our *e-newsletter*. Any such companies are acting as approved data processors for Trust, and we retain full responsibility for your personal data. Data processors will act only on our instructions.

We may occasionally need to transfer your personal information overseas, for instance to our bulk email distributor, MailChimp. Where this is necessary, this may be to countries or territories around the world. We are required to ensure any transfers of data will be done securely, in accordance with best practice, and in compliance with the GDPR 2018

Your data will never be sold or passed to any third party for any other purpose.

17. How we keep your information secure

We have implemented security procedures, rules and technical measures to protect the personal data that we have under our control from:

- unauthorised access;
- improper use or disclosure;
- unauthorised modification

Only selected volunteers and employees acting as data processors have access to, and are associated with, the processing of personal data, and they are legally obliged to respect the confidentiality of our visitors' and supporters' personal data. This is confirmed with them through training and Trust directives.

18. How can I access the information about me, and correction of information?

You can ask us if we are keeping any personal data about you and you can also request to receive a copy of that personal data – this is called a Subject Access Request. Ordinarily this is free but there may be a fee of up to £10 if the request is manifestly unfounded or excessive or if there are multiple requests.

Please try to be as clear as possible about the information you are seeking.

Once we have received your Subject Access Request, the agreed fee and proof of identity, you will receive a response from us within 40 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.

19. Subject Access Requests should be sent to the Trust's designated Data Protection Officer:

Carol Thornton
Queen Street School Preservation Trust
Wilderspin National School
Queen Street
Barton upon Humber
North Lincolnshire DN18 5QP

Email: wilderspainschoolmusuem@gmail.com

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 Trust, simply contact wilderspainschoolmusuem@gmail.com

20. Wilderspin National School Museum's Use of cookies

Cookies are small text files that may be placed on your computer by a website. They contain small amounts of information about how you use a site and they are used by most major websites. Cookies are used to measure how you use a web site so its effectiveness can be measured and its performance improved. Our cookies aren't used to identify you personally, and you can delete these files if you want to. For more information on how to manage, control or delete files, please visit www.aboutcookies.org

The museums website only uses cookies for Google Analytics. We use this program on an ongoing basis to collect information about how people use our website. This is to try and improve our users experience and encourage more people to access the site.

Google Analytics stores information about what pages you visit, how you got here and what you click on. We do not collect or store any personal information (e.g. your name or address) so this information cannot be used to identify you. If you have any queries about this, please contact us at <mailto:wilderspainschoolmuseum@gmail.com>.

You can opt out of Google Analytics by implementing the Google Analytics Opt-out Browser Add-on.

For more information on the cookies set by Google Analytics, please refer to the Google Code website.

You can find out more about the Trust's use of cookies and its website privacy policy in a supplementary privacy policy available on request or from the Wilderspin National School's website.

21. Changes to our privacy notice

We regularly review our privacy notice, and may make changes time to time. Any changes made will be posted to this page, and will apply from the time we post them. This privacy notice was last changed on 2 July 2020.

22. 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 wilderspainschoolmusuem@gmail.com
- or write to us at QSSPT, Wilderspin National School, Queen Street, Barton upon Humber, North Lincolnshire DN18 5QP