

Sheffield Museums

Friends Privacy Notice

Sheffield Museums Trust is committed to maintaining the accuracy, confidentiality, and security of any personal information that we gather from you. This Privacy Notice describes the information that we collect from or about you, how we use the information and who we share that information with.

What information do we collect and why do we collect it?

Sheffield Museums Trust is a charity that relies on the generosity and support of donors and Friends. To enable us to manage our membership scheme, we maintain a relationship management database.

This includes information such as contact details, communication preferences, subscription information, and contacts that we have had with you. If you opt to pay by direct debit, we will retain your bank details in a secure, strictly limited access electronic file and will process payments through the regulated BACS system or through our customer relationship management system.

To help you make the most of your membership, we hold the contact details that you gave us when you joined the Friends scheme on a Friends mailing list. We use the mailing list to contact you with your Friends benefits, such as the regular newsletter, Friends events and invitations to exhibition launches. We also let you know of any events and appeals that we think might interest you as a Friend.

Who do we share your personal information with?

We may share your information with our subsidiary company and with successor organisations. We may also share information with partners that have a direct interest in delivering a project or event that you have consented to be involved with.

We do not share your information with any other external organisation without either your express consent or to fulfil a statutory requirement.

Mailing information will be stored securely on our third-party CRM customer relationship databases, which help us administrate our relationship with our audiences. Your data will only be accessed by us and, for administration purposes, by our trusted IT support companies, who provide technical support for our database platforms.

Data we receive from you directly or through these platforms will not be shared without your express consent.

If you make a gift aid declaration, we are required to share your name, address, postcode and the amount of the donation with HMRC.

How is your information protected?

We endeavour to keep your information safe, secure and accurate. Procedures and policies are designed to protect your information from loss and unauthorised access, copying, use, modification or disclosure.

How long is your information retained?

We only retain your information for as long as necessary to fulfil the purposes for which the information was collected. If you decide not to renew your Friends subscription at any time, we will remove your information from our database, as per our Personal Data Retention & Disposal Policy.

Access to your information

You have the right to see the information that we hold about you. If you want to review, verify or correct your information, please contact info@sheffieldmuseums.org.uk

In the event that we cannot provide you with access to your information, we will endeavour to inform you of the reasons why, subject to any legal or regulatory restrictions.

Inquiries or concerns?

If you have any questions about this Privacy Notice or concerns about how we manage your personal information, please contact the Director of Finance & Resources via info@sheffieldmuseums.org.uk