

Sheffield Museums

Feedback 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 to whom we disclose that information.

What information do we collect?

If you provide feedback on an exhibition, event or visit to Sheffield Museums Trust we will maintain a record of the feedback you've given. This information will be used to help us monitor and improve the quality of our offer and to demonstrate to our funders, stakeholders and audiences how the people we serve value of our work.

We use a range of methods to collect feedback, including online surveys, printed questionnaires and audio recordings. Some methods will include the option of giving your name or your postcode.

Sometimes we will take photographs of our spaces and events. We will not include individuals in those photographs without their express consent.

Who do we share your personal information with?

Any identifiable data we receive from you will not be shared without your express consent.

We may share the information you provide with our subsidiary company and with successor organisations.

We may share the information you provide with our funders and stakeholders, including Arts Council England, Sheffield City Council and other funders, other local and central government bodies, Trustees, supporters, the organisations and individuals we collaborate with, and our audiences for the purpose of promoting or demonstrating the value of our work.

Your information may be collected and stored on third party survey platforms e.g. Survey Monkey, Illuminate or Impact & Insight.

If you participate in an online focus group via a third party video platform (e.g. Zoom or Microsoft Teams) your screen name and video image may be visible to other participants.

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 i.e. while it is being used for purpose it was collected.

Access to your information

You can ask 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.

Enquiries 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