

Liskeard Museum is committed to protecting your privacy and security.

This privacy policy explains how and why we use your personal data and is intended to help ensure that you remain informed and in control of your information.

1. About us

Address: Liskeard & District Museum

1 Pike Street,

Liskeard,

Cornwall PL14 3JE.

The museum displays include the history of the area and the many trades and crafts which flourished in the past, as well as mining and geological artefacts. The museum is part of the World Heritage Site for Mining. We also hold the largest collection of toys in Cornwall. We aim to ensure that the collection is housed in safety, conserved, curated, researched and exhibited.

2. Your Personal Data

We collect 'personal data', which is information that identifies a living person, or which can be identified as relating to a living person.

3. Personal data we hold

We hold the following categories of personal data:

3.1. Personal data you provide.

We collect data you provide to us. This includes information you give when you communicate with us, purchase tickets, products or services, donate, apply for employment, volunteer or enter into a contract with us. For example, we may hold:

- personal details (name, gender, date of birth, email, address, telephone etc.)
- family and spouse/partner or next of kin details
- financial information (such as credit/debit card and whether your donations are gift-aided)
- details of the ways in which you wish to be contacted by us

3.2. Personal data generated by your involvement with the Museum

Your activities and involvement with the Museum will result in personal data being generated. This could include:

- details of your areas of interest in the Museum's collection
- your visits to our study room
- your attendance at events
- where you have asked us for information or written to us
- images of you captured by our CCTV systems
- your use of our public Wi-Fi and our audio guides
- how you have helped us by volunteering , donating money or objects to us
- where you have applied for a job with us

4. What do we use personal data for?

We use your personal data in a variety of ways:

- Communicating with you
- processing enquiries and requests for information
- Fulfilling requests from you or agreements we have with you.
- Processing sales transactions, donations or other payments
- Identifying visitors, suppliers and participants to the Museum and its events
- Providing you with information that we think may be of interest to you, including information about the Museum, its events and the projects it is undertaking, including fundraising and marketing.
- If you are a volunteer, participant or supplier, we will use your information to help us manage the Museum and its events to provide the best possible experience for our visitors and customers.

5. Who we share your personal data with

If an item donated to the museum is lent to another organisation, the accession data (including the donors contact details), will be passed to that organisation. This ensures the provenance and history of the item is maintained.

We will never sell your personal data.

6. NHS Test and Trace

If you visit Liskeard Museum, we may use any personal data which you provide for your visit to comply with any requests received under NHS Test and Trace. You will be asked to complete a Test and Trace form upon arrival or scan the code on the Test and Trace App.

7. CCTV

Liskeard Museum premises are protected by CCTV and you may be recorded when you visit the Museum. We use CCTV to help provide a safe and secure environment for visitors, for our staff and for the collection and to prevent or detect crime.

The system is managed in accordance with our standard operating procedures and CCTV images will only be accessed by authorised staff.

7. Changes to this privacy policy

We may amend this privacy policy to ensure it remains up-to-date and continues to reflect how and why we use your personal data. The current version of our privacy policy will always be posted on our website.

Any questions you may have in relation to this privacy policy or how we use your personal data should be sent to our Data Protection Officer via email townclerk@liskeard.gov.uk or you can contact the museum team <mailto:contact@liskeardmuseum.co.uk>