

Privacy Notice

At the Fan Museum we are committed to respecting and protecting your privacy. In this policy we will set out the reasons why we collect personal information and how we use it.

The term 'we' refers to:

- The Fan Museum Trust, registered charity number 295303
- Fans Ltd, registered company number 02057180

What type of data do we keep and why?

Depending on the nature of your relationship with us, we hold data for the following purposes:

- To provide the service, products or information you have requested from us.
- To gather feedback from groups, visitors or donors.
- Administration:
 - To administer any donations made to us.
 - Management of goods and supplier details.
 - Manage any feedback, comments or complaints we may receive.
 - Processing enquiries or requests for information.
- To keep you notified about upcoming events, news and projects in line with your personal preferences.
- Send promotional material about our goods, services, activities and exhibitions or information about how to support us and our charitable aims.
- Analyse and understand how our website and online offering are used in order to improve user experience.
- Data screening and cleansing, to keep up to date records of your contact details.
- Keep up to date records on staff, volunteers, contractors and suppliers in line with our legal duty.
- Keep records for legal obligations, such as, health & safety, security, safeguarding, suppression lists or tax purposes.
- Data pertaining to acquisitions and collections management.

Depending on the nature of your relationship with us, we hold the following types of data:

- Personal details such as name, email, date of birth, telephone number, address, gender etc.
- Where relevant next of kin/emergency contact details
- Your purchasing history
- Contact preferences
- Correspondence sent to you or received by you.

We do not hold financial details of customers onsite including credit and debit card information.

Cookies

Like most websites we use cookies to monitor usage to help us understand how our site is being used and allow us to enhance the user-experience for visitors. We aren't affiliated with any online advertising networks and we don't use tracking in such a way that individual users are personally identifiable.

You can control cookies access by adjusting your browser settings, but it's important to be aware that some cookies used are essential and the website may not function as expected without them.

If you have any concerns or questions about our use of cookies or our privacy policy in general please do get in touch.

Marketing

From time to time we may send out marketing material by post and, where you have consented, by email. These communications aim to let you know about the work we do, give you details of how you can support us and give details about upcoming activities, services, exhibitions or retail offers.

With each communication there is an opportunity to opt out of any future correspondence.

CCTV

The Fan Museum is protected by CCTV and you may be recorded while you are here. We use CCTV to help ensure a safe and secure environment of our visitors, collections and staff and to act as a deterrent for criminal activity.

The Museum abides by the CCTV Code of Practice in the management of information recorded and retained by any surveillance equipment used. All images recorded can only be accessed by authorised staff and are kept for 30 days.

Data sharing and security

The Fan Museum does not share any personal information with third parties or external organisations except with data processors carrying out work on our behalf such as MailChimp, PayPal and Eventbrite.

- **MailChimp:** Our e-newsletter is powered by Mail Chimp, when you subscribe to our emails your details are held securely by them and far more safely than we could ourselves. As a respected service provider, they won't share your information with any third parties or contact you directly at any time. [MailChimp's Privacy Policy](#).
- **PayPal:** We use PayPal for processing purchases made through our website. The information received by us is only that needed to process your order and does not include any personal financial information such as credit card numbers or bank account details. Purchases are processed securely by PayPal and information submitted during checkout conforms to their own [PayPal's Privacy Policy](#).
- **Eventbrite:** When you purchase a ticket for any of our events or activities online you will do so through Eventbrite, an online ticketing platform. Your personal details are kept securely on the website, we access this in order to send out tickets and contact you about the event you have reserved. [Eventbrite's Privacy Policy](#)

To ensure that all personal information is kept secure we implement the following security procedures:

- Digital files and documents holding personal information are securely locked with passwords.
- Online data is stored securely and are password protected.
- Where hardcopies are needed are securely locked away.
- Only authorised and appropriately trained staff can manage your information.

While we strive to keep your data as safe as possible we cannot guarantee the security of any information you provide online, and in doing so you do this at your own risk.

Data retention

Your data will only be kept for as long as it is required, the length of time we keep your data depends upon the nature of your relationship with us.

If you choose to opt out of direct marketing or digital communications we will retain a record of your preferences in order to abide by your request.

Sometimes we are required by law to keep certain data. The length of time we keep this data depends on the circumstances.

Your rights

You have the right to request, amend or erase any information that we hold on you, in order to obtain this, you need to contact us at info@thefanmuseum.org.uk.

If you are unhappy with the way we have processed your data please contact us at info@thefanmuseum.org.uk.

Changes to our Privacy Notice

This Privacy Notice may be amended from time to time, when this happens we will update the website and notify you of any changes.

This Policy was last updated in May 2018.

How to contact us

You can opt in or out of any of our communications at any time by emailing info@thefanmuseum.org.uk

Or by post: Museum Manager, The Fan Museum, 12 Crooms Hill, Greenwich, SE10 8ER