

# THE MUSEUM

*PRESERVING OUR HISTORY AND CULTURE*

## TURKS *AND* CAICOS

### Turks & Caicos National Museum Foundation Privacy Policy

#### **Who we are**

The Turks & Caicos National Museum Foundation (TCNMF) was founded in 1971. Our mission is to protect and preserve the history and culture of the Turks & Caicos Islands. TCNMF is a registered not for profit organization in the Turks & Caicos Islands.

#### Official Address:

Front Street, Guinep House  
Grand Turk  
Turks & Caicos Islands, BWI TKCA1ZZ

The TCNMF is dedicated to protecting your privacy and the security of your information. This policy explains how and why we use your personal data.

#### **Personal Data you provide:**

We collect data you provide to us. This includes information you give when you communicate with us, join as a supporter, purchase products or services, sign up to receive communications from us, make a donation, 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 details
- Financial information (such as credit/debit card or direct debit details, and whether your donations are gift-aided);
- Responses to event invitation and notices
- Details of the way in which you wish to be contacted by us
- If you provide a Museum supporter as a gift for someone, join as a family or if you are the parent or guardian of a child that participates in one of our camps, clubs or other events, your details will be recorded (as will the recipient's) and your relationship to that person will be recorded.

Other Data that is collected by your activities and involvement with the museum such as

- Supporter, Sponsor and Donations
- Attendance of events and fundraisers
- Visits to the Museum, offices or archives for research purposes
- Enquires verbal or written
- Images of you captured by our CCTV systems
- Purchasing history
- How you have helped us by volunteering
- When you have applied of a job with us
- Posting on social media

#### **How we use your personal data**

We use your personal data to communicate with you in order to promote our activities and events and to help with fundraising. This includes keeping you up to date with our exhibitions, events and products in our shops, and to send you general information about fundraising, supporting, sponsorship and other ways you may be able to assist us or benefit from the TCNMF.

We use your personal data for administrative purposes including:

- Information collected regarding donations to museum collections
- Administration of supporters, sponsorship, donations & purchases
  - Maintaining databases of our supporters and other donors
- Performing our obligations under supporter contracts and other agreements;
- Managing custody of our collection including our intellectual property rights;
- Carrying out due diligence to meet our compliance duties (for example, before making any acquisition into our collections, accepting financial support or making agreements for the supply of goods and services);
- Processing enquiries and requests for information where required by law to provide;
- Managing feedback, comments and complaints we receive;
- Fulfilling orders for goods or services (whether placed online, over the phone or in person);
- helping us respect your choices and preferences;
- recruitment and staff management including pay, tax and other administration;
- Marketing & Fundraising
  - Newsletters
  - Event Notifications
- Target Communications
  - Local vs International
- Compliance with law

Disclosing and sharing your personal data

- We will never sell your personal data
- If you are a sponsor, we automatically provide your mailing address to The Times of Island magazine as a benefit. They will send you the magazine directly, unless you specifically ask us to remove your information from their mailing list or have not provided your mailing address.
- We may share your personal data where required to do so for prevention of crime or for taxation purposes or where otherwise required to do so by other regulators or by law.
- We may share your personal data with contractors or suppliers who provide us with services. We use Direct Debit processors for the handling of payments (such as PayPal) and email providers for our marketing communications. Information is transferred to data processors securely, and we retain full responsibility for your personal data as the data controller. These activities are carried out under a contract which imposes strict requirements on our suppliers to keep your personal data confidential and secure.

Storing Data and Data Security

- Electronic data and databases are stored on secure computer systems and we control who has access to information (using both physical and electronic means).
- The TCNM 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 to prevent or detect crime.
- We will only retain your personal data for as long as it is required for the purposes for which we collected it (e.g. we have a genuine and legitimate reason and we're not harming any of your rights and interests). This will depend on our legal obligations and the nature and type of information and the reason for which we collected it. For example, should you ask us not to send you marketing emails, we will stop storing your email address for marketing purposes; however, we will need to keep a record of your preference.
- We continually review what information we hold and will delete personal data which is no longer required.

Your Rights

We want to ensure you remain in control of your personal data and that you understand your legal rights, which are:

- the right to know whether we hold your personal data and, if we do so, to be sent a copy of the personal data that we hold about you within one month after requesting the information;
- the right to have your personal data erased (though this will not apply where it is necessary for us to continue to use the data for a lawful reason);
- the right to have inaccurate personal data rectified;
- the right to object to your personal data being used for marketing, newsletters, event notices or profiling;
- (where technically feasible) the right to be given a copy of personal data that you have provided to us (and which we process automatically on the basis of your consent or the performance of a contract) in a common electronic format for your re-use.
- There are some exceptions to the rights above and, although we will always try to respond to any instructions you may give us about our handling of your personal information, there may be situations where we are unable to meet your requirements in full.

If you would like further information on your rights or wish to exercise them, please contact our Data Protection Officer at the address below. Should you wish to make a request for information, we can provide you with a form which includes guidance on how to do this. Please contact us for a copy of the form.

#### Complaints

Should you have a complaint about how we have used ('processed') your personal data, you can complain to us directly by contacting our Data Protection Officer in the first instance.

If you are not happy with our response, or you believe that your data protection or privacy rights have been infringed, you can complain to the UK Information Commissioner's Office which regulates and enforces data protection law in the UK. Details of how to do this can be found at [www.ico.org.uk](http://www.ico.org.uk)

#### Links to other sites

Our websites contain links to other external websites. We are not responsible for the content or functionality of any such websites. Please let us know if a link is not working by contacting us via email.

If a third party website requests personal data from you (e.g. in connection with an order for goods or services), the information you provide will not be covered by this privacy policy. We suggest you read the privacy notice of any other website before providing any personal information.

#### Changes to this privacy policy

We may amend this privacy policy from time to time 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 the following: Data Protection Officer, Turks & Caicos National Museum, Front Street, Guinep House, Grand Turk, Turks & Caicos Islands BWI TKCA1ZZ or contact us via email.