

Data Retention Schedule

This short summary explains how long we keep your personal information and who we share it with. For further information please contact our Data Protection Officer, dpa@armouries.org.uk.

Mailing Lists

We have a number of different mailing lists which we use to send out information about our exhibitions and special events, fundraising activities etc. as well as to keep in touch with our donors, patrons and members, and promote our retail offers and commercial services. Subscribers may opt out of receiving information at any time.

Special Event Bookings

We use Eventbrite to promote, market and sell tickets to our special events, and they share your information with us in order to help us deliver them, https://www.eventbrite.co.uk/support/articles/en_US/Troubleshooting/eventbrite-privacy-policy?lg=en_GB. Information is held for 20 working days to allow for any comments or complaints and then destroyed.

Education Visits

We use information to book and deliver classroom sessions to educational groups, and to help teachers give self-guided visits of the museum. Information is held for 20 working days to allow for any comments or complaints and then destroyed.

Feedback

We collect information to help us evaluate and plan our events programmes, educational visits and other services, and to report back to funding bodies like the Heritage Lottery Fund. Feedback sheets are usually anonymous and are destroyed once the information has been summarised for reporting purposes. Any correspondence is retained for two years after the date of the last contact and then destroyed.

Shop Sales

We use information to process your orders for goods, to take payment, to make deliveries, and to protect your consumer rights. Information may be shared with the Nat West Bank, <https://personal.natwest.com/personal/privacy-policy.html>, and Worldpay, <https://privacy.worldpay.com/policies/en>, to process cheque and credit card payments.

Online Shop Sales

We use Shopify to host our online shop, and they share your information with us in order to process orders for goods, to take payment, to make deliveries, and to protect your consumer rights, <https://www.shopify.com/legal/privacy>. Information may be shared with Worldpay, <https://privacy.worldpay.com/policies/en>, to process cheque and credit card payments.

Equipment Hires

We use information to process bookings for the hire of wheelchairs, back packs etc. to assist visitors in accessing the museum. Information is held for 20 working days to allow for any comments or complaints and then destroyed.

Films/Photographs

We sometimes film or take photographs either for marketing the museum and its services, or as a record of our exhibitions, events etc. We ask permission beforehand from any visitors or the parents/guardians of any children or vulnerable adults who may feature prominently in any film or photographs, and their use is strictly limited to the purposes listed on the consent form. Film/photographs may be shared with newspapers, magazines, broadcasters and social medial websites etc. Film/photographs may also be shared with our partner organisations, such as Welcome to Yorkshire, and the Yorkshire Attractions Group. Film/photographs are retained for the period given on the consent form and are then destroyed.

CCTV Recordings

We use CCTV throughout the museum to protect our visitors and staff, to deter and detect crime, and to assist in the investigation of incidents. CCTV recordings are usually kept for 30 days and then destroyed, unless there is a need to retain it as

evidence as part of an ongoing investigation or legal proceeding. CCTV recordings may be shared with the police or security services for the purpose of detecting crime.

Security Incidents

Information relating to security incidents is retained for three years after the date of the incident, or for six years after the completion of any legal proceedings.

Accident Records

Information relating to accidents is retained for three years after the date of the accident, or for six years after the completion of any legal proceedings. In the event of accident occurring to a child the records are retained for three years after the date of their eighteenth birthday. Information may be shared with the Health and Safety Executive.

Donors and Patrons

We record information about our donors and patrons, and the help they give to the museum. Information is kept for two years after the date of the last contact and is then destroyed.

Donor and Patron Research and Analysis

We carry out research and analysis to build a profile of our donors and patrons to ensure that the communications we send to them are relevant, and to gain an insight into their interests or their capacity to support the museum by getting involved in our activities. Donors and Patrons can opt out of being the subject of research or analysis at any time.

Donations

Information relating to donations is kept for up to seven years, after which time it is destroyed. Information may be shared with the Nat West Bank, <https://personal.natwest.com/personal/privacy-policy.html>, and Worldpay, <https://privacy.worldpay.com/policies/en>, to process cheque and credit card payments. Information on Gift Aid donations may be shared with HMRC.

Members

We record information about our members, and their engagement with the museum. Members may cancel their subscriptions at any time. Information about members is kept for two years after the date of the last contact and then destroyed.

Members Subscriptions and Renewals

Information relating to subscriptions and renewals is kept for up to seven years, after which time it is destroyed. Information may be shared with the Nat West Bank, <https://personal.natwest.com/personal/privacy-policy.html>, and Worldpay, <https://privacy.worldpay.com/policies/en>, to process cheque and credit card payments. Information on Gift Aid donations may be shared with HMRC.

Access to the Museum's Collections

We request information to verify the identity and current address of researchers before granting requests to access the museum's collections. Information may be shared with the police or security services in the event of a theft from the collection or other serious incident. Information relating to access to the museum's collections is retained for three years and then destroyed.

Requests for information

We receive requests for information about the museum, its collections, and arms and armour from all over the world. Correspondence is generally retained for two years after the date of the last contact and then destroyed. Some correspondence, which has an ongoing business value, may be retained for up to five years, and others which have historical value may be transferred to the museum's archives.

Acquisitions of objects

We use information to process the acquisition of objects for the museum's collections by purchase, gift or bequest, to verify their provenance, and to identify any intellectual property rights associated with them. Information relating to the acquisition of objects for the Museum's collections is permanently retained.

Loans of objects to the Museum

We use information to process and administer the loan of objects to the museum, to verify the provenance of items, and to identify any intellectual property rights associated with them. Information about the loan of objects to the Museum is destroyed once the loan has been returned. If the object is acquired for the museum's collections the information is permanently retained.

Commercial Clients – Licensing

We use information to sell and license film and images for publication, broadcast etc. from our picture library. Our online picture library is provided for us by Capture who process information on our behalf, <https://www.capture.co.uk/privacy-policy/>. Information relating to sales is kept for up to seven years, after which time it is destroyed, and information relating to licensing is retained for six years after the license has expired, and then destroyed. Information relating to financial transactions may be shared with the Nat West Bank, <https://personal.natwest.com/personal/privacy-policy.html>, and Worldpay, <https://privacy.worldpay.com/policies/en> to process cheque and credit card payments.

Commercial Clients – Venue Hire (Fort Nelson)

We collect information to help us process bookings for venue hire at Fort Nelson and to deliver events to the agreed specification. Information relating to financial transactions may be shared with the Nat West Bank, <https://personal.natwest.com/personal/privacy-policy.html>, and Worldpay, <https://privacy.worldpay.com/policies/en>, to process cheque and credit card payments. Information relating to financial transactions is kept for up to seven years, after which time it is destroyed. Information relating to venue hire is kept for two years after the date of the last contact and then destroyed.

Requests for information (FOIA, DPA, EIR)

We process information in order to answer requests for information made under the Freedom of Information Act (FOIA); the General Data Protection Regulations (GDPR); and the Environmental Information Regulations (EIR). Information is retained for two years after the date of the last contact and then destroyed.

Exceptions

There are two exceptions where we may process your personal information for a longer period of time:

1. **Ongoing Business Value.** Where information has an ongoing business value it may be retained for five years.
2. **Information of Historical Value.** Where information has an evidential value, which documents the history, structure and functions of the museum, the history and development of the collection etc., and/or an informational value in providing research material on persons, places and subjects, and is transferred to the museum's archives. Any personal information is not normally made publicly available for a period of up to a maximum of 100 years (the assumed lifetime of an individual), but access is sometimes granted in very limited circumstances for historical and statistical research.

Further Information

For further information please see the Guide to Archiving Personal Data, <http://www.nationalarchives.gov.uk/information-management/legislation/data-protection/>