

Privacy Notice (Members)

This privacy notice explains how we use any personal information we collect about our members.

Sending you newsletters and invitations to events etc.

We will use your personal information to send you newsletters; invitations to private views of new exhibitions, exclusive members' events and talks; discounts on our public programme of events, and details of other special offers in our shops, cafes and venue hire.

Obtaining your feedback

We will also use your details to ask for feedback on the information that we send you, or the exhibitions, events and talks that you attend, and to conduct surveys to help us improve our membership offer. These comments are usually anonymous, and after the information has been summarised, the cards or forms are destroyed.

However if you wish to receive a response from us, we will keep a record of your comments and any correspondence.

Renewing your membership etc.

We will use your personal information to issue renewal notices, to process payments, and to send you any other communications required as part of your membership and our contractual obligations to you. This information may be shared with Worldpay to process your bank or credit card details, with NatWest Bank to process payments by cheque, and with HM Revenue and Customs if you have used Gift Aid so that we can claim an extra 25p for every £1 of your membership or other donation. You can view Worldpay's privacy policy at <https://www.worldpay.com/uk>.

Keeping your membership records

We will retain your information only for as long as you are a member, and you may cancel your membership at any time by emailing us at developmentd@armouries.org.uk, or by writing to us at the Development Department, Royal Armouries, Armouries Drive, Leeds, LS10 1LT. However, we are

required to keep financial information about donations and Gift Aid for up to seven years, after which time they are destroyed.