

Stanley Spencer Gallery

PRIVACY NOTICE

Purpose of this Privacy Notice

The purpose of this notice is to give you a clear explanation about the information we collect and how we use it.

The Stanley Spencer Gallery is committed to protecting your personal information and being transparent about what information we hold about you.

Using personal information allows us to run the gallery and enables us to provide you with relevant and timely information about the work that we do. As a charity, it also helps us to engage with potential donors and supporters.

We use your information in accordance with all applicable laws concerning the protection of personal information. This notice explains:

- What information we may collect about you
- How we may use that information
- In what situations we may disclose your details to third parties
- Information about how we keep your personal information secure, how we maintain it for and your rights to be able to access it

If you have any queries, please contact Peter Brown, Trustee, at the gallery or email peter@stanleypencer.org.uk

Who we are

The Stanley Spencer Memorial Trust is a registered charity that operates The Stanley Spencer Gallery and the Friends of the Stanley Spencer Gallery. It is a self-funding charity run entirely by volunteers. A board of Trustees oversees the charity which is run on a day to day basis by a management Committee and Custodians. Our registered charity number in England and Wales is 307989.

What information we collect about you

We may collect various types of information and in a number of ways:

Information you give us

When you make a mail order purchase we store personal information you give us such as your name, email address, postal address and telephone number in order to process that transaction.

Information about your interactions with us

We may choose to find out more about you, using publicly available sources, on an individual basis, in order to tailor our relationship with you.

Sensitive personal data – also known as “special categories of personal data”

Certain categories of personal information are more sensitive than others such as health information. The only occasion that we may collect information under this category is when people with disabilities or health issues visit us under one of our dedicated outreach programmes. We may

ask people to share their health information with us in order to support them during their visit to the gallery especially if they have specific and complex care needs. Participants can opt out of providing this information at any time and such information will not be retained after the visit is concluded.

How we might use your information if you make a purchase from us, are a supporter who receives marketing materials or makes donations

Processing your admission ticket, purchase or donation

When you buy an admission ticket, book for an event, make a purchase, or make a donation, you are entering into a contract with us. In order to perform this contract we need to process and store your data. For example, we may need to contact you by email or telephone in the case of cancellation of an event, or in the case of problems with your payment.

Analysis & Insight

We may use your data to understand more about our visitors – for example, analysing data connected with those who use the gallery Wi-Fi. This data is collected on our behalf by Purple Wi-Fi and is anonymous. Further information about this is available via the Purple website <https://purple.ai/privacy-policy/>.

Marketing communications

We aim to communicate with you about the work that we do in ways that you find relevant, timely and respectful. To do this we use data that we have stored about you, such as what events you have booked for in the past, as well as any preferences you may have told us about.

Sending emails is one of our main ways of communicating with you and we include a variety of information in our emails including news, exhibition information, activities and fundraising appeals. We will provide you with an option to unsubscribe in every email that we send you, or you can alternatively use the contact details at the end of this policy.

Where you have provided your postal address or telephone number we may send this information to you by post or by calling your telephone unless you have asked us not to. If you would like to opt out of information at any time please contact us using the details at the end of this policy.

We will keep your personal information for no longer than is necessary for the purposes for which it is processed. If you ask us not to contact you, we will keep some basic information about you on our suppression list in order to avoid sending you unwanted materials in the future.

Responding to enquiries

If you contact us then we will keep a record of this correspondence and any associated documents so that we have the information available in the event of a follow-up.

Notifying you of changes

If we make significant changes to our privacy notice or policies which may affect you, we will use your contact details to inform you of the changes.

Other processing activities

We may analyse data we hold about you in order to identify and prevent fraud.

Your debit and credit card information

If you use your credit or debit card to purchase from us or to make a donation, we will ensure that this is carried out securely and in accordance with the Payment Card Industry Data Security Standard (PCI-DSS).

Who the Gallery shares personal information with and why

We will never share your details with other organisations to use for their own purposes, other than where we are required to do so by law. The charity will not share or sell your personal information to any third party for marketing purposes and you will not receive offers from other companies or organisations as a result of giving your details to us.

How we might use your information if you have visited our website

Cookies are small text files that are automatically placed onto your device by some websites that you visit. They are widely used to allow a website to function (for example to keep track of your basket) as well to provide website operators with information on how the site is being used.

How we might use your information if you are applying for a role at the Gallery

The Gallery is the data controller for the information you provide during the recruitment process. If you have any queries about the process or how we handle your information, please contact us.

What will we do with the information you provide to us?

All of the information you provide during the process will only be used for the purpose of progressing your application, or to fulfil legal or regulatory requirements if necessary. We will not share any of the information you provide during the recruitment process with any third parties for marketing purposes. The information you provide will be held securely by us whether the information is in electronic or physical format.

We will use the contact details you provide to us to contact you to progress your application. We will use the other information you provide to assess your suitability for the role you have applied for.

What information do we ask for, and why?

We will only ask for information that we need to fulfil our stated purposes and will not retain it for longer than is necessary. The information we ask for is used to assess your suitability for employment.

Application stage

We ask you for your personal details including name and contact details. We will also ask you about your previous experience, education, referees and for answers to questions relevant to the role you have applied for. Our recruitment team will have access to all of this information.

Emergency contact details – so we know who to contact in case you have an emergency at work

How long is the information retained for?

If you are successful, the information you provide during the application process will be retained by us as part of your volunteer file for the duration of your engagement with us plus 6 years following the end of any such engagement.

If you are unsuccessful at any stage of the process, the information you have provided until that point will be retained for 12 months. Information generated throughout the assessment process, for example interview notes, is retained by us for 12 months.

Maintaining your personal information

We store your personal information for as long as is justifiable according to the nature of your relationship with us.

Any objections you make to any processing of your data will be stored against your record on our system so that we can comply with your requests.

Security of your personal information

The Gallery protects your personal information in a range of ways including secure servers, firewalls, password controlled access to our systems and SSL encryption. We follow payment card industry (PCI) security compliance requirements when processing credit card payments.

Children's information

Where appropriate, we will ask for consent from a parent or guardian to collect information about children.

Your rights to your personal information

How to request copies of all the information we hold about you, otherwise known as a Subject Access Request

You have the right to ask for a copy of all of the information related to you. You can request this using the contact details at the end of this policy.

How to ask us to amend or delete your information

You can let us know if your information is incorrect, out of date, or you wish for your data to be deleted by using the contact details at the end of this policy.

More Information

You can find out more about your data protection rights on the Information Commissioner's Office ([ICO](#)) [website here](#).

The Gallery reserves the right to make alterations from time to time. Please check this website for the latest version.

Contacting Us

If you would like us to update the information we hold, change the way we contact you or you have any other questions about this privacy notice please use the contact details below:

Peter Brown

Trustee

Stanley Spencer Gallery

peter@stanleypencer.org.uk