

**TULLIE
HOUSE**

MUSEUM AND
ART GALLERY
CARLISLE

Tullie House Museum & Art Gallery Privacy Policy

In line with the Data Protection Act 1998 and General Data Protection Regulations 2018, Tullie House Museum and Art Gallery is committed to protecting your personal information. We want to maintain the trust and confidence of every one of our audience members and supporters, as well as each visitor who uses the Tullie House Museum and Art Gallery website.

This privacy policy sets out how Tullie House Museum and Art Gallery uses and protects any information that you give us. Our Privacy Policy gives you detailed information on when and why we collect your personal information, how we use it and how we keep it secure.

What do we use your information for?

If you have given us permission to email you by subscribing to our newsletters, either through the website, in person or through event / exhibition feedback forms, we use this information to send you newsletters, direct to your email inbox. The information you share with us allows us to provide a more personalised and rewarding experience e.g. information about exhibitions, events, curatorial talks etc. We try to make sure details are up to date and accurate. If you ever wish to unsubscribe from our newsletters, our mailings have an unsubscribe link included.

Registering with Tullie House Museum and Art Gallery has many benefits, not least the opportunity to manage your personal information and receive information about our events and exhibitions.

Tullie House Museum and Art Gallery Trust is a charitable company limited by guarantee incorporated in England and Wales; our Registered Charity Number is 1143235. Tullie House Museum and Art Gallery is the data controller of your personal information.

Contact details for Tullie House Museum and Art Gallery

Castle Street
Carlisle
Cumbria
CA3 8TP

By phone +44 (0) 1228 618718 or you can email us via enquiries@tulliehouse.org

How we collect your personal information

Generally, we collect your information when you interact with us. This could include purchasing tickets over the phone or in person.

We collect information in the following ways:

1. Purchasing an annual ticket at reception.
2. Contacting us by phone to book tickets.
3. Booking tickets in person at the box office.
4. Contacting us by post, e.g. sign up form for a Tullie House Museum membership.
5. Visiting our website: we use cookies to help make the experience of using our website better and to personalise the service you receive from us – this means we will remember your previous visits and track the pages on our website that you visit. For more information please see our [Cookie Policy](#). When you visit www.tulliehouse.co.uk the Museum's web server automatically records your public internet protocol ('IP') address and generates a log file.

The types of information we collect

We only collect the information that is necessary to carry out our business, provide the service you've requested and keep you informed on what is happening at Tullie House Museum. There are occasions when you can choose not to give us certain information, but this may limit the level of personalisation we offer e.g. you may not get to hear about an event you would have loved to have attended.

The type of information we collect depends on where and when it is gathered.

Information we obtain directly from you:

When you purchase an annual ticket, an admissions ticket, a ticket to an event or sign up to an annual Tullie House Museum membership, we collect:

- Prefix and name
- Email address
- Contact phone number
- Payment card details. Please note, we will not hold payment information for any longer than it takes to process your transaction.
- Postcode
- House name or number

If signing up to a membership with Direct Debit we also obtain the following:

- Bank name and address
- Account name
- Sort code
- Account number

When subscribing to our newsletter through our website we collect the following information:

- Name
- Email address

When visiting our website, we may collect the following information:

- Automatically populated IP address: a public address is a unique number which allows a computer, group of computers or another internet connected device to browse the internet. The log file records the time and date of your visit, the pages that were requested, the referral website and your internet browser version. This information is collected to help diagnose and manage the website, to audit the geographical make-up of users, and to establish how they have arrived at the website.
- Cookies: for further information about Cookies and how Tullie House Museum uses them, please read the Tullie House Museum [Cookie Policy](#)

Why we collect your personal information and how we use it

The information we hold on you could be used in many ways. For example, to offer you a personalised experience and understand our visitors needs better; to inform you of events or updates that you've asked for or to contact you should there be a change to an event that you have booked.

Specifically, we use your information we collect in the following ways:

- To fulfil ticket, merchandise, donation and membership requests.
- To process payments. Please note that Tullie House Museum and Art Gallery does not store any credit card or other payment information once the transaction has been completed. This is unless you sign up to a direct debit (for the Tullie House Museum membership scheme).
- To provide the best possible customer service and help us with internal administration.
- To contact you with important information relating to your booking or purchase, such as confirming your order, reminding you of an upcoming event you have booked or letting you know about any changes to an event or building works that may affect your visit.

Where we have your consent, we will:

- Send you updates via email about What's On, offers and news about supporting us.
- Email you about a specific topic you've requested to hear more on such as exhibitions, events, our membership scheme or other topics.

How we handle your information and other organisations

We will not pass on or sell your information to a third party for marketing purposes. Any information we disclose about you, other than for purposes as mentioned within this policy, will be when required to do so by law.

In the course of our work we use third party websites (Skiddle, Twitter, Dropbox, Survey Monkey, Mail Chimp). We are not responsible for the privacy policies or practices of third party websites.

How we protect your data

Tullie House Museum and Art Gallery is committed to protecting the personal information you entrust to us. We adopt robust and appropriate technologies and policies, so the information we have about you is protected from unauthorised access and improper use.

We will keep your information only for as long as is reasonably necessary for the purposes set out in this privacy notice and to fulfil our legal obligations.

We will not keep more information than we need. The retention period will vary according to the purpose. For example, if purchasing a ticket only, we will typically keep your data for up to two years from the date of your last transaction whereas if you have pledged a legacy to Tullie House Museum and Art Gallery, we will hold your details until notified by your executors. For further information about how long we will keep your information, please email enquiries@tulliehouse.org

If you ask us to stop sending direct marketing communications to you, we will keep the minimum amount of information (e.g. name, address or email address) to ensure we adhere with such requests.

Your choices

You should find it easy to access and amend the personal information that we hold on you, or request that we stop contacting you. It's your data and we want to make sure you feel in control of it. You can contact us by phoning, emailing, or writing using our contact details below.

Every email we send to you will include details on how to change your communications preferences or unsubscribe from future communications.

At any time, you have the right to ask Tullie House Museum and Art Gallery to amend or stop how it uses your personal information including for marketing purposes.

You can do this by contacting us by telephone, email or in writing using our contact details below.

You have the right to get information held about you by us corrected. If you have any concern about the accuracy of your personal data, please let us know using the below contact details.

If you would like us to remove the personal information we hold about you, please contact us using the below contact details.

You have the right to lodge a complaint with the supervisory authority, The Information Commissioner's Office – www.ico.org.uk

By email: enquiries@tulliehouse.org

By phone: +44 (0)1228 618718

By post: Tullie House Museum and Art Gallery Trust, Castle Street, Carlisle CA3 8TP

Updates or Changes to the Privacy Policy and Further Information

This notice was updated on 11 April 2018. It may be updated to take into account changes at Tullie House Museum and Art Gallery or to reflect changes to regulation or legislation.