

IMPORTANT INFORMATION

General Data Protection Regulation and Dereham Heritage Trust

The General Data Protection Regulation (GDPR) is a requirement that came into effect on 25 May 2018 as part of a new Data Protection Act. It has at its core the fundamental right of people to be able to know how their data is being used, by whom and for what purpose.

At Dereham Heritage Trust we want to make sure that all our members, volunteers, visitors and donors are happy with the way we communicate with them. A copy of our privacy policy is set out below. If at any time you want to change the communications you receive from us, please just let us know.

Privacy Policy - September 2025

Dereham Heritage Trust is committed to protecting and respecting your privacy: we will never sell your details. Neither will we pass them on without your permission, unless obliged by law to do so. You can change how you hear from us or unsubscribe from our mailing list at any time, just let us know. This policy explains why we collect information from you, what information we need, how we use it and keep it safe.

How we collect information about you

- 1 Members You give us your personal information in order to become a member. The personal information we collect is your name, address, phone number and email address. We collect this information in order to send you our Newsletters and other information about our activities, and to communicate with you on other Trust business.
- 2 Volunteers at the Archive or Bishop Bonner's Cottage Museum We collect your name, phone number and email address for the sole purpose of inviting your help and informing you about the rota and other arrangements we are making. We also ask you for the name, address and phone numbers of an emergency contact, plus a note of any relevant medical conditions which may affect you, and we will leave this information in a sealed envelope in your place of volunteering. The envelope will be opened only if an emergency occurs which requires someone to contact the person named and/or to advise any medical staff assisting you.
- 3 Donors of items for our collection We collect your name, phone number and email address for the sole purpose of contacting you in relation to the item(s) you are offering to us.

How this information is used, who has access to it, where it is stored and how long we keep it for

Any personal data relating to you will be used and recorded by us in accordance with current data protection legislation and this policy. This information will be held securely by the DHT officer responsible for using it, with a second copy held by the Secretary to enable the Trust to function effectively in the absence of the primary data holder.

- 1 Members The information that you submit to us as a member is stored in a secure spreadsheet in the UK. Emails sent to you will not reveal your email address to any other recipient without your consent. Should you cancel your membership and no longer wish to hear from us, we will cease contact with you and will remove all of your information after 3 months, unless you have been a Committee member, in which case contact information will be held securely for 5 years after you cease to be a Committee member.
- 2 Volunteers The information that you submit to us as a volunteer is stored in a secure spreadsheet in the UK. Emails sent to you will not reveal your email address to any other recipient without your consent. If you are a volunteer and cease volunteering, we will delete your information immediately after your last voluntary work, or when you notify us, whichever is the later. (If you are a member as well as a volunteer, this will not affect the retention of your information for membership purposes.)

- 3 Donors** When you offer an item for our archive or collection, we will keep your information securely in paper form while we assess whether we are able to accept the item. If we are not able to accept the item, we will retain your details for 6 months from the date of decision, and then destroy the record. If we are able to accept the item, we will retain the record and ultimately transfer the information to a secure proprietary software programme designed for the purpose. We will retain this information indefinitely (1) as an important facet of the item, and/or (2) in order to be able to address any queries which arise about the item, to you or your successors. Should an item be returned or otherwise disposed of, the associated Exit Form will be retained indefinitely for the same reasons.

Security

The spreadsheets we use are all secured with a password and kept on computers which also require passwords to permit access. If paper copies of information from these spreadsheets are at any time needed for administrative purposes, they will be kept in a locked filing cabinet in the archive.

Consent and keeping your information up to date

By giving us your personal information you give your consent to the collection, storage, processing and use of your personal information by us described in this policy. If your personal details change, please help us to keep your information up to date by notifying us.

Your rights to access, make changes or ask us to stop using your data

You have the right to ask for a copy of the information we hold about you and to have any inaccuracies in your information corrected. If at any time you wish to access your personal data held by us, please contact us as below. You also have the right to ask us to delete any personal information we hold about you; we will advise you of the implications and results of such deletion (for example, deleting your contact information as a member may mean we can no longer send you a newsletter or tell you about our activities).

Changes to this policy

We may update this policy from time to time. If we make any significant changes in the way we treat your personal information we will make this clear on our website or by contacting you directly.

Further information

Please note that the legal grounds which Dereham Heritage Trust uses for processing all data other than emergency information is 'legitimate interests'. This is because it is only through using the information supplied that we can meet your expectations as a member, volunteer or donor. The emergency information collected from volunteers is processed on the grounds of 'vital interests': sharing this information could be crucial in ensuring (1) that you receive correct medical treatment, and (2) that your chosen contact has been made aware of your situation.

For more information about GDPR generally, please visit the Information Commissioner's Office at: www.ico.org.uk.

If you have any questions, please contact Ken Hawkins via ken-hawkins@tiscali.co.uk or 07561 813243.