

PRIVACY NOTICE FOR TRUSTEES, VOLUNTEERS, COLLECTION DONORS, FRIENDS AND MAILING LIST SUBSCRIBERS

We are committed to respecting your privacy. This notice is to explain how we may use personal information we collect before, during and after your relationship with us as a trustee, volunteer, Friend, mailing list subscriber or collection donor. This notice applies to current and former trustees, volunteers, Friends, mailing list subscribers and collection donors and this notice is not a contract of employment or other contract to provide services. This notice explains how we comply with the law on data protection, what your rights are and for the purposes of data protection we will be the controller of any of your personal information

References to **we**, **our** or **us** in this privacy notice are to **THE HOCKEY MUSEUM – CHARITY NUMBER 1170979 – 13 High Street, Woking, Surrey, GU21 6BL**.

We have not appointed a Data Protection Officer to oversee our compliance with data protection laws as we not required to do so, but our Data Protection Compliance Manager/HR Manager has overall responsibility for data protection compliance in our organisation. Contact details are set out in the "Contacting us" section at the end of this privacy notice.

This notice applies to you if you are either:

1. A registered volunteer who has completed a Volunteer Application and signed a Volunteer Agreement;
2. A Trustee appointed to the Board of Trustees;
3. A Subscriber to our mailing list;
4. A Friend of The Hockey Museum; or
5. A collection donor to the Museum.

1. PERSONAL INFORMATION

When you sign up to become a trustee, volunteer, Friend or mailing list subscriber with us, you may provide us with or we may obtain **personal information** about you, such as information regarding your:

- personal contact details such as name, title, addresses, telephone numbers, and personal email addresses and emergency contact details;
- date of birth;
- gender;
- details of family members and emergency contacts;
- bank account details for payment of any out of pocket expenses;
- records of your interactions with us such as telephone conversations, emails and other correspondence and your instructions to us;
- any credit/debit card and other payment details you provide so that we can receive payments from you and details of the financial transactions with you;
- CVs or records of your volunteering history;
- any identification documents;
- all information included as part of the relevant application process;
- referee details and any references provided;
- performance including any feedback provided to us by yourself, members of staff or other third parties;

- the location in which you are volunteering;
- use of our information and communications systems, including the computers and fixed and mobile phones that we allow you to use, passwords, personal identification numbers, IP addresses, user names and other IT system identifying information;
- records of your attendance at any events or competitions hosted by us;
- images in video and/or photographic form and voice recordings;
- your marketing preferences so that we know whether and how we should contact you;

2. SPECIAL CATEGORIES OF PERSONAL INFORMATION

We may also collect, store and use the following “**special categories**” of more sensitive personal information regarding you:

- information about your race or ethnicity, religious beliefs and sexual orientation;
- information about your health, including any medical condition; and

We may not collect all the above types of special category information about you. In relation to the special category personal data that we do process we do so on the basis that:

- the processing is necessary for reasons of substantial public interest, on a lawful basis;
- it is necessary for the establishment, exercise or defence of legal claims;
- it is necessary for the purposes of carrying out the obligations and exercising our or your rights in the fields of health and safety and social protection law; or
- based on your explicit consent.

In the table below, we refer to these as the “special category reasons for processing of your personal data”.

3. WHERE WE COLLECT YOUR INFORMATION

We typically collect personal information about our trustees, volunteers, Friends and mailing list subscribers through the relevant application processes and our collection donors through the object entry procedure, either directly from you, or sometimes from a third party such as when a collection is delivered to the Museum by an individual other than yourself but where you remain the owner of the collection and they are transferring title on your behalf. We may sometimes collect additional information from third parties including former organisations you may have volunteered for or via background check agencies. We will also collect personal data relating to material produced in-house by THM, for example during the taking of oral histories. We will collect additional personal information throughout the period of your relationship with us and when you make a query and/or complaint or when you correspond with us by phone, e-mail or in some other way

We may also collect personal information about you from any third-party references you provide as part of the relevant application process or from any feedback provided to us about your performance with us.

If you are providing us with details of referees, next of kin, beneficiaries, family members and emergency contacts they have a right to know and to be aware of how what personal information we hold about them, how we collect it and how we use and may share that information. Please share this privacy notice with those of them whom you feel need to understand it. They also have the same rights as set out in the “**Your rights in relation to personal information**” section below.

4. USES MADE OF YOUR PERSONAL INFORMATION

The table below describes the main purposes for which we process your personal information, the categories of your information involved and our lawful basis for being able to do this.

<i>Purpose</i>	<i>Personal information used</i>	<i>Lawful basis</i>
'Non-special categories' of Personal Information		
For Trustees and Volunteers		
Making a decision about your appointment as a trustee, volunteer and managing the appointment process	All the personal information we collect from you as part of the application process. Records of volunteering or other relevant history. Referee details and any references.	We need this information to be able to perform and administer your contract with us as a trustee or volunteer.
To produce and maintain our website and any external marketing campaigns in order to promote trustee or volunteer opportunities and to recognise the value created by our trustees and volunteers across the sports network	Images in video and/or photographic form and voice recordings	Where you have given us your consent to do so.
Paying you for any out of pocket expenses	Transaction and payment information.	We need this information to make any out-of-pocket expense payments to you.
Assessing experience for a particular role or task	Records of your work or volunteering history. All information included as part of the application process.	We have a legitimate business interest to ensure that our trustees and volunteers are suitable for the role.
Complying with health and safety obligations	Movements though CCTV footage & other information obtained through electronic means such as swipe card and key fob records.	We have a legal obligation to comply with Health and Safety laws.
Dealing with legal disputes involving you, or any other volunteers, including accidents	All non-'special categories' of personal information	We have a legitimate business interest to ensure that all legal claims are managed effectively. We also have a legal obligation to report any accidents at a workplace in accordance with health and safety laws.
For the purposes of ensuring the security of our	Use of our information and communications systems, including the computers	We have a legitimate business interest in ensuring our systems are secure.

systems and information as well as member information	and fixed and mobile phones that we allow you to use.	
To prevent and detect criminal or improper acts	Identification documents	We may have a legal obligation to do so, otherwise we have a legitimate business interest to protect our organisation against criminal or improper acts.
Storage of records relating to you and also records relating to our organisation	All non-‘special categories’ of personal information	We need this information to be able to fulfil our contract with you.
To send you information we think you might find useful or which you have requested from us, including our newsletters, information about volunteering opportunities and other ways of supporting our organisation or the sport, provided you have indicated that you are happy to be contacted for these purposes.	Personal contact details such as name, title, email addresses and telephone numbers	Where you have given us your consent to do so.
To arrange and administer your attendance at an event you have volunteered for	Personal contact details. Details of family members and emergency contacts.	This is necessary to enable us to register you on to and properly manage and administer your attendance at the event.
For the purposes of equal opportunities monitoring	Name, title, date of birth; gender, location of volunteering.	We may have a legal obligation to do so and we have a legitimate interest in doing so to make sure our organisation is offering fair volunteering opportunities to everyone.
To assess your performance as a trustee or volunteer	Performance including any feedback provided to us by yourself, members of staff, trustees, other volunteers or other third parties.	We have a legitimate interest to ensure your suitability for any future volunteering roles and to ensure that your trustee or volunteering experience with us is positive and worthwhile.
For Subscribers to our mailing lists		
To send you information we think you might find useful or which you have	Personal contact details such as name, title, email addresses and telephone	Where you have given us your consent to do so.

requested from us, including our newsletters, information about volunteering opportunities and other ways of supporting our organisation or the sport, provided you have indicated that you are happy to be contacted for these purposes.	numbers	
To arrange and administer your attendance at an event you have volunteered for.	Personal contact details	This is necessary to enable us to register you on to and properly manage and administer your attendance at the event.
For Friends of The Hockey Museum		
To administer any membership account(s) you have with us and managing our relationship with you and dealing with payments and any support, service or product enquiries made by you	All contact and membership details, transaction and payment information, records of your interactions with us, and marketing preferences.	This is necessary to enable us to properly manage and administer your Friends of The Hockey Museum contract with us.
To send you information which is included within your membership benefits package, including details about advanced ticket information, competitions and events and any updates on hockey and Museum activities	All contact and membership details	This is necessary to enable us to properly manage and administer your membership contract with us.
To send you other marketing information we think you might find useful or which you have requested from us, including our newsletters, information about Friends membership, events, participation products.	All contact and membership details and marketing preferences	Where you have given us your explicit consent to do so.
To answer your queries or complaints and keep	Contact details and records of your	We have a legitimate interest to provide and record complaint handling services

records of them	interactions with us	to you in case there are any issues with your membership.
To conduct data analytics studies to better understand event attendance and trends within the sport	Records of your attendance at any events or competitions hosted by us.	We have a legitimate interest in doing so to ensure that our membership is targeted and relevant.
For Collection Donors		
Making a decision about your Donor artefacts and managing the acquisition process	Personal contact details such as name, title, email addresses and telephone numbers	We have a legitimate business interest to ensure that all Collections are managed effectively.
To answer your queries or complaints and keep records of them	Contact details and records of your interactions with us	We have a legitimate interest to provide and record complaint handling services to you in case there are any issues with your donation.
To conduct data analytics studies to better understand event attendance at Museum activities	Records of your attendance at any events or exhibitions hosted by us.	We have a legitimate interest in doing so to enable our Collections Donors to maintain links with their donations.
To send you information we think you might find useful or which you have requested from us, including our newsletters, information about volunteering opportunities and other ways of supporting our organisation or the sport, provided you have indicated that you are happy to be contacted for these purposes.	Personal contact details such as name, title, email addresses and telephone numbers	Where you have given us your consent to do so.
‘Special categories’ of Personal Information and Criminal Records		
Storage of records relating to you and also records relating to our organisation.	All ‘special categories’ of personal information.	We process special category personal data on the basis of the “special category reasons for processing of your personal data” referred to in section 2 above
For drug and alcohol	Information about your	We process special category personal

testing and to assess your suitability for any activities or events we host.	health, including any medical condition, health and sickness records, medical records and health professional information.	data on the basis of the “special category reasons for processing of your personal data” referred to in section 2 above.
To use information about your physical or mental health (including any injuries) or disability status, to ensure your health and safety and to provide appropriate adjustments to our facilities.	Information about your health, including any medical condition, health and sickness records, medical records and health professional information.	We process special category personal data on the basis of the “special category reasons for processing of your personal data” referred to in section 2 above.
To comply with legal obligations, for example, regarding people working with children or vulnerable adults to comply with our safeguarding requirements	Information about your criminal convictions and offences.	For criminal records history we process it on the basis of legal obligations or based on your explicit consent.

For some of your personal information you will have a legal, contractual or other requirement or obligation for you to provide us with your personal information. If you do not provide us with the requested personal information we may not be able to admit you as a trustee or volunteer or we may not be able to properly perform our arrangements with you or comply with legal obligations and we may have to terminate your position as a volunteer. For other personal information you may not be under an obligation to provide it to us, but if you do not provide it then we may not be able to properly perform our arrangements with you as a volunteer.

Where you have given us your consent to use your personal information in a particular manner, you have the right to withdraw this consent at any time, which you may do by contacting us as described in the "**Contacting us**" section below.

Please note however that the withdrawal of your consent will not affect any use of the data made before you withdrew your consent and we may still be entitled to hold and process the relevant personal information to the extent that we are entitled to do so on bases other than your consent. Withdrawing consent may also have the same effects as not providing the information in the first place, for example we may no longer be able to provide certain benefits to you as a volunteer.

5. DIRECT MARKETING

Email, post and SMS marketing: from time to time, we may contact you by email, post or SMS with information about products and services we believe you may be interested in.

We will only send marketing messages to you in accordance with the marketing preferences you set. You can then let us know at any time that you do not wish to receive marketing messages by clicking on the unsubscribe link in the marketing messages we send to you.

6. DISCLOSURE OF YOUR PERSONAL INFORMATION

We share personal information with the following parties:

- **Our Commercial Partners:** for the purposes of providing you with information on any tickets, special offers, opportunities, products and services and other commercial benefits provided by our commercial partners where you have given your express consent for us to do so.
- **The Government or our regulators:** where we are required to do so by law or to assist with their investigations or initiatives.
- **Police, law enforcement and security services:** to assist with the investigation and prevention of crime and the protection of national security.
- Providing references to future employers or organisations you may wish to volunteer for.
- We may share contact details ONLY to other trustees, volunteers, Friends and mailing list subscribers where it is appropriate to do so.

We do not disclose personal information to anyone else except as set out above.

7. **TRANSFERRING YOUR PERSONAL INFORMATION INTERNATIONALLY**

The personal information we collect is not transferred to and stored in countries outside of the UK and the European Union.

The personal information we collect may be transferred to and stored in countries outside of the UK and the European Union. Some of these jurisdictions require different levels of protection in respect of personal information and, in certain instances, the laws in those countries may be less protective than the jurisdiction you are typically resident in. We will take all reasonable steps to ensure that your personal information is only used in accordance with this privacy notice and applicable data protection laws and is respected and kept secure and where a third part processes your data on our behalf we will put in place appropriate safeguards as required under data protection laws. For further details please contact us by using the details set out in the "**Contacting us**" section below.

8. **HOW LONG DO WE KEEP PERSONAL INFORMATION FOR?**

The duration for which we retain your personal information will differ depending on the type of information and the reason why we collected it from you. However, in some cases personal information may be retained on a long-term basis: for example, personal information that we need to retain for legal purposes will normally be retained in accordance with usual commercial practice and regulatory requirements. Generally, where there is no legal requirement we retain all physical and electronic records for a period of 6 years (if you are currently volunteering with us, this may be for 6 years after you last volunteered for us). Exceptions to this rule are:

- CCTV records which are held for no more than 30 days unless we need to preserve the records for the purpose of prevention and detection of crime; and
- Information that may be relevant to personal injury claims may be retained until the limitation period for those types of claims has expired. For personal injury claims this can be an extended period as the limitation period might not start to run until a long time after you have volunteered for us.

It is important to ensure that the personal information we hold about you is accurate and up-to-date, and you should let us know if anything changes, for example if you change your phone number or email address.

If you are a Friend of The Hockey Museum you will be able to update some of the personal information we hold about you through the "**Manage Your Details**" page on the THM website. Alternatively, you can contact us using by using the details set out in the "**Contacting us**" section below.

9. **YOUR RIGHTS IN RELATION TO PERSONAL INFORMATION**

You have the following rights in relation to your personal information:

- the right to be informed about how your personal information is being used;

- the right to access the personal information we hold about you;
- the right to request the correction of inaccurate personal information we hold about you;
- the right to request the erasure of your personal information in certain limited circumstances;
- the right to restrict processing of your personal information where certain requirements are met;
- the right to object to the processing of your personal information;
- the right to request that we transfer elements of your data either to you or another service provider; and
- the right to object to certain automated decision-making processes using your personal information.

You should note that some of these rights, for example the right to require us to transfer your data to another service provider or the right to object to automated decision making, may not apply as they have specific requirements and exemptions which apply to them and they may not apply to personal information recorded and stored by us. For example, we do not use automated decision making in relation to your personal data. However, some have no conditions attached, so your right to withdraw consent or object to processing for direct marketing are absolute rights.

Whilst this privacy notice sets out a general summary of your legal rights in respect of personal information, this is a very complex area of law. More information about your legal rights can be found on the Information Commissioner's website at <https://ico.org.uk/for-the-public>.

To exercise any of the above rights, or if you have any questions relating to your rights, please contact us by using the details set out in the "**Contacting us**" section below.

If you are unhappy with the way we are using your personal information you can also complain to the UK Information Commissioner's Office or your local data protection regulator. We are here to help and encourage you to contact us to resolve your complaint first.

10. **CHANGES TO THIS NOTICE**

We may update this privacy notice from time to time. When we change this notice in a material way, we will update the version date at the bottom of this page. For significant changes to this notice we will try to give you reasonable notice unless we are prevented from doing so. Where required by law we will seek your consent to changes in the way we use your personal information.

11. **CONTACTING US**

In the event of any query or complaint in connection with the information we hold about you, please email oralhistories@hockeymuseum.net or write to us at 13 High Street, Woking, Surrey, GU21 6BL.