PRIVACY POLICY

The West House and Heath Robinson Trust is committed to preserving the privacy of all visitors to our website at heathrobinsonmuseum.org. Please read the following privacy policy to understand how we use and protect the information that you provide to us.

All personal data provided by you through this website will be held by The West House and Heath Robinson Trust. Our head office address is: Heath Robinson Museum, Pinner Memorial Park, 50 West End Lane, Pinner HA5 1AE. Full details of our notified purposes can be viewed at the website of the Information Commissioner’s Office www.ico.gov.uk.

This privacy policy relates to personal data that you provide to us through this website. By visiting, registering or placing an order on this website, you consent to the collection, use and transfer of your information under the terms of this policy. There are hyperlinks contained within our website which link to other websites owned and operated by third parties. These third parties have their own privacy policies and we recommend that you consider those when using their websites. We do not accept any liability or responsibility in terms of the privacy and security practices of these third party organisations and their websites.

Information that we may collect from you

When you visit, register or order products or services on heathrobinsonmuseum.org you may be asked to provide certain information about yourself, including your name, contact details and - if making an online purchase - credit card details. We use a third party specialist secure card processing provider when taking payments. The West House and Heath Robinson Trust does not hold your card details.

We may also collect information about your usage of our website as well as information about you from messages you post to the website and e-mails or letters you send to us.

The internet is not completely secure. We cannot guarantee the security of your personal data transmitted through our website or by email. Any transmission is at your own risk. Some of the information you provide to us may be considered sensitive personal data as defined by the Data Protection Act 1998. This means information about the data subjects’ ethnic or racial origin, political opinions, religious beliefs, trade union membership, physical or mental health, sexual life or criminal record. The West House and Heath Robinson Trust also considers information relating to bank accounts, national insurance numbers, and other unique documents such as passport numbers as sensitive. We would advise users of this
website to send such information by a more secure system such as encrypted email. Sensitive personal data will only be processed following your explicit consent.

**Use of your information**

Your information will enable us to provide you with access to all parts of our website and to supply the goods or services you have requested. It will also enable us to bill you and to contact you when necessary concerning your orders. We will also use and analyse the information we collect so that we can administer, support, improve and develop our business.

In particular, we may use your information to contact you for your views on our services and to notify you occasionally about important changes or developments to the website or our services. Further, where you have consented, we might also use your information to let you know by email, SMS or post about other products and services which we offer which may be of interest to you. If you change your mind about being contacted in the future, please let us know.

**Disclosure of your information & marketing**

Your personal data provided by you via our website will only be used by The West House and Heath Robinson Trust.

Where you have consented when providing us with your details, we may also allow other companies in our group, and carefully selected third parties to contact you occasionally about products and services which we believe may be of interest to you. They may contact you by e-mail. If you change your mind about being contacted by these companies in the future, please let us know at manager@heathrobinsonmuseum.org.

Finally, if our charity enters into a joint venture with or is sold to or merged with another charity, your information may be disclosed to our new partners or owners.

Unless required to do so by law, we will not otherwise share, sell or distribute any of the information you provide to us without your consent.

**Cookies**

A cookie is a small file which asks permission to be placed on your computer’s hard drive. We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs.

This information is completely anonymous and we do not use this to acquire or store any personally identifying information about any of our users, we only use this information for general statistical analysis purposes. No other cookies are used on this website other than those for web traffic analysis.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

**Security and data retention**

We employ security measures to protect your information from access by unauthorised persons and against unlawful processing, accidental loss, destruction and damage. We will
retain your personal data for as long as is necessary for the required service to be provided to you. All retained personal data is subject to the controls of our data protection policy and will be securely disposed of when it is considered to be of no further use.

**Accessing and updating**

You are entitled to see the information held about you and you may ask us to make any necessary changes to ensure that it is accurate and kept up to date. If you wish to do this, please contact us either in writing at our head office address or by email at manager@heathrobinsonmuseum.org. We are entitled by law to charge a fee of £10 to meet our costs in providing you with details of the information we hold about you.

**Changes to our privacy policy**

Any changes to our privacy policy in the future will be posted to the website.

**Contact**

All comments, queries and requests relating to our use of your information are welcomed and should be addressed to manager@heathrobinsonmuseum.org.

The heathrobinsonmuseum.org website is operated by:

The West House and Heath Robinson Trust, a charity registered in England and Wales, whose registered office is at Heath Robinson Museum, Pinner Memorial Park, 50 West End Lane, Pinner HA5 1AE. Our charity registration number is 1086567.

Telephone number: 020 8866 8420