

Information relating to how we use your data on [roalddahlmuseum.org](http://roalddahlmuseum.org)

BY USING OUR SITE OR OTHERWISE COMMUNICATING WITH US YOU ACCEPT AND AGREE TO THE COLLECTION, USE AND TRANSFER OF YOUR PERSONAL INFORMATION IN ACCORDANCE WITH THIS PRIVACY POLICY.

This Privacy Policy (together with our Terms of Use, Acceptable Use Policy and any other document referred to in it) describes the way we collect your personal information (whether collected from you or otherwise provided to us), how we use your personal information and why.

Please read the following information carefully to understand our views and practices regarding your personal information and how we will treat it.

Your right to privacy is important to us. We take the security of your personal information seriously and we have strict policies and processes in place to ensure it remains safe.

In this Privacy Policy, "we", "us" and "our" means The Roald Dahl Museum and Story Centre ("We"). We are a registered charity no. 1085853, and a company limited by guarantee no. 4178505. We have a registered office at 81-83 High Street, Great Missenden, Buckinghamshire, HP16 OAL, United Kingdom. Our VAT number is 818307235.

If you provide us with personal information via or through using our website, [www.roalddahlmuseum.org](http://www.roalddahlmuseum.org) ("our site") or by otherwise communicating with us, we will process your personal information in accordance with all applicable data protection laws, including the EU General Data Protection Regulation (Regulation (EU) 2016/679) (GDPR).

## **Our site allows you to:**

find out more about the Roald Dahl Museum and Story Centre, and provides information on how to plan and visit and book tickets. It also provides information to teachers to plan and book a group visit for their school.

## **Information we may collect from you**

We may collect and process the following information about you:

Information you give us. You may give us information about you corresponding with us by telephone, e-mail or otherwise howsoever. This includes information you provide when you: use our site. The information you give us may include your title, first and last names, address, country of residence, e-mail address and contact telephone number, Information we collect about you. Records of our contact with you, which may include notes on our systems, emails or electronic communications and written correspondence and any telephone number used by you to call our customer service phone number.

With regard to each of your visits to our site we may automatically collect the following information:

technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type (e.g. Safari or Internet Explorer) and version, time zone setting, browser plug-in types and versions, operating system and platform;

information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our site (including date and time); pages you viewed, page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page and any phone number used to call our customer service number.

To the extent that any of this information constitutes personal data under applicable data protection laws, including the

GDPR, we will process this in accordance with such laws.

Information we receive from other sources. Information we receive from other sources. We work closely with third parties (including, for example, ticketing service providers) to ensure that our site and the information and/or services we provide to you work effectively and we may receive information about you from them. This will include information that we receive from:

SurveyMonkey Inc (trading as Wufoo), who will provide us with online form building services for communication with us through our website

## Information third parties may collect from you

Purchasing tickets to The Roald Dahl Museum and Story Centre. If you use our site to purchase tickets for admission to the Roald Dahl Museum and Story Centre, you will be re-directed to [roalddahlmuseum.digitickets.co.uk/tickets](https://roalddahlmuseum.digitickets.co.uk/tickets) (a website owned and operated by Digital Ticketing Systems Ltd). All ticket purchase transactions for admission to the Roald Dahl Museum and Story Centre are processed via the [roalddahlmuseum.digitickets.co.uk/tickets](https://roalddahlmuseum.digitickets.co.uk/tickets) website and, in the process of purchasing tickets via [roalddahlmuseum.digitickets.co.uk/tickets](https://roalddahlmuseum.digitickets.co.uk/tickets), you will disclose personal information to [roalddahlmuseum.digitickets.co.uk/tickets](https://roalddahlmuseum.digitickets.co.uk/tickets). Any personal information you provide via the [roalddahlmuseum.digitickets.co.uk/tickets](https://roalddahlmuseum.digitickets.co.uk/tickets) website will be stored and processed in accordance with the privacy policy shown on the [roalddahlmuseum.digitickets.co.uk/tickets](https://roalddahlmuseum.digitickets.co.uk/tickets) website. Please read the privacy policy on the [tickets.com](https://roalddahlmuseum.digitickets.co.uk/tickets) website carefully. You acknowledge and agree that we are not responsible for the collection, use, processing, transfer and storage of any personal information you provide to the [roalddahlmuseum.digitickets.co.uk/tickets](https://roalddahlmuseum.digitickets.co.uk/tickets) website, nor the acts and/or omissions of [roalddahlmuseum.digitickets.co.uk/tickets](https://roalddahlmuseum.digitickets.co.uk/tickets) in respect of the collection, use, processing, transfer and storage of any personal information you provide to the [tickets.com](https://tickets.com) website. In order to process your ticket purchase and so that the Roald Dahl Museum and Story Centre can issue with your ticket, [roalddahlmuseum.digitickets.co.uk/tickets](https://roalddahlmuseum.digitickets.co.uk/tickets) will provide the Roald Dahl Museum and Story Centre with details of your ticket purchase (e.g. the number and type of tickets you have purchased and the date and time for when you have purchased those tickets). This so that the Museum know what tickets you have ordered and paid for when you arrive for your visit to the Roald Dahl Museum and Story Centre. The Roald Dahl Museum and Story Centre will store and process some of that information (i.e. your name, address, phone number and email address) in order to facilitate any future bookings you may make for tickets to the Roald Dahl Museum and Story Centre.

If you choose to give feedback about the Roald Dahl Museum and Story Centre by clicking the relevant link on the site, you will be re-directed to a survey on a website operated by Survey Monkey. Survey Monkey may share that feedback data with Museum.

## How we use your information

We use information held about you in the following ways:

Information you give to us. We will use this information as follows:

To respond to your email enquiries

To facilitate a ticket booking, in accordance with the privacy policy set out on <https://roalddahlmuseum.digitickets.co.uk/tickets>

Please contact us at The Roald Dahl Museum and Story Centre, 81-83 High Street, Great Missenden, Buckinghamshire, HP16 0AL or [hello@roalddahlmuseum.org](mailto:hello@roalddahlmuseum.org) If you would like to contact the Museum regarding your data

## **Information we collect about you. We will use this information:**

for the purposes of carrying out your requests (for example, to address matters relating to our site and/or the services provided via our site) which you make known to us in electronic communications, written correspondence and/or during telephone calls you make to our customer service number and for the purposes of keeping records of the aforementioned electronic communications, written correspondence and/or telephone calls;

to administer our site and for internal operations and to permit us to carry out internal operations (see “Who we share your personal information with” below). Such internal operations will involve troubleshooting of technical issues that arise in relation to our site; testing of our site following resolution of such technical issues; analysis of statistics arising from the information collected about you (for example, using information gathered by cookies on our site to ascertain what content on our site is accessed by members of a particular age group) and will only involve the use and/or processing of information in an anonymous form to measure and understand the effectiveness of the services provided via our

to improve our site to ensure that content is presented in the most effective manner for you and for your computer; as part of our efforts to keep our site safe and secure;

Information we receive from other sources. For information on how we will use information we receive from other sources, please see the explanation above at “Information third parties may collect from you”.

We will only retain your personal data for as long as reasonably necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements. We may retain your personal data for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect to our relationship with you.

To determine the appropriate retention period for personal data, we consider the amount, nature and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal, regulatory, tax, accounting or other requirements.

Details of retention periods for different aspects of your personal data are available in our retention schedule which you can request from us by emailing us at [hello@roalddahlmuseum.org](mailto:hello@roalddahlmuseum.org)

## **Who we share your personal information with**

We may share your personal information with any member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 1159 of the UK Companies Act 2006.

We may share your information with selected third parties:

SurveyMonkey Inc (trading as Wufoo), who will provide us with online form building services for communication with us through our website

To disclose your identity to any third party who is claiming that any content posted or uploaded by you to our site constitutes a violation of their legal rights, including their intellectual property rights or of their right to privacy.

We may also disclose your personal information to third parties:

In the event that we sell or buy any business or assets, in which case we may disclose your personal information to the prospective seller or buyer of such business or assets;

If The Roald Dahl Museum and Story Centre or substantially all of its assets are acquired by a third party, in which case personal information held by it about its customers and website users will be one of the transferred assets;

If we are under a duty to disclose or share your personal information in order to comply with any legal obligation; and/or In order to enforce or apply our Terms of Website Use, or our Terms and Conditions of Sale of Tickets; or to protect the rights, property, or safety of The Roald Dahl Museum and Story Centre, any entity of the Roald Dahl Group, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

## Where we store your personal information

Information you provide to us by corresponding with us by telephone, email or otherwise howsoever and which we collect will be filed and sorted at 81-83 High Street, Great Missenden, Buckinghamshire, HP27 9JP (i.e. our trading address) Subject to the paragraph immediately below, the information you provide to us and which we collect is stored on secure servers of our website hosting services provider. This information will be stored at a destination within the European Economic Area (“EEA”). Staff members operating within the EEA who work for or on behalf of us and/or any of the entities in the Roald Dahl Group may process the information that you give to us and which we collect. Such staff members may, among other things, be involved in the provision of support services in relation to our site. When submitting your personal information, you are agreeing to such processing, transfer or storage as outlined in this Privacy Policy. We will ensure at all times to take all reasonable steps necessary to maintain the security of your personal information in accordance with this Privacy Policy.

Unfortunately, the transmission of information via the internet is not completely secure.

Although we will do our best to protect your personal information, we cannot guarantee the security of your personal information transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

## Your rights

You have the right to access the personal information we hold about you. This is called a Subject Access Request. Should you wish to make a Subject Access Request, please make your Subject Access Request to us in writing to The Roald Dahl Museum and Story Centre, 81-83 High Street, Great Missenden, Buckinghamshire, HP16 0AL, United Kingdom or email to [hello@roalddahlmuseum.org](mailto:hello@roalddahlmuseum.org).

If we no longer have a legal basis to process your personal data or if the legal basis that we are relying on is consent and you subsequently withdraw your consent then we will stop processing your personal data. If you inform us that you no longer wish to be contacted by us we will need to maintain a record of that to make sure that we do not contact you again in the future.

You have the right to contact us to correct any inaccuracies in your personal data. Under certain circumstances you may have the right to instruct us to erase your personal data or provide the data to another person or organisation.

You have the right to ask us not to process your personal information for marketing purposes. We will inform you (before collecting your personal information) if we intend to use your personal information for such purposes or if we intend to disclose your personal information to any third party for such purposes. You can exercise your right to prevent such processing by not ticking certain boxes on the forms we use to collect your personal information on our site and/or by changing your cookie settings on your internet browser (see our Cookie Policy for further information on how to do

this). You can also exercise the right at any time by contacting us at The Roald Dahl Museum and Story Centre, Great Missenden, Buckinghamshire, HP16 0AL or [hello@roalddahlmuseum.org](mailto:hello@roalddahlmuseum.org)

Our site may, from time to time, contain links to and from the websites of our partner networks, advertisers, affiliates and other independent third parties. If you follow a link to any of these websites, please note that these websites have their own privacy policies and terms of use and that we do not accept any responsibility or liability for these policies or terms. Please check these policies and terms before you submit any personal information to these websites.

## Changes to our privacy policy

This policy is effective from August 2022. We may need to change our Privacy Policy from time to time to keep it up to date. Any changes we may make to our Privacy Policy in the future will be posted on this page. Please check back frequently to see any updates or changes to our Privacy Policy.

This Privacy Policy was last updated August 2022

## Contact

If you have any questions about the way in which we collect or process your information, please contact us. You can also find out more about your rights under applicable data protection laws, including the GDPR, by visiting the Information Commissioner's Office (ICO) website at [www.ico.org.uk](http://www.ico.org.uk) or by writing to: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF. If you believe that your rights have not been respected at any time then you also have a right to contact the ICO to ask them for a resolution.

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to The Roald Dahl Museum and Story Centre, Great Missenden, Buckinghamshire, HP16 0AL . Email [hello@roalddahlmuseum.org](mailto:hello@roalddahlmuseum.org).