

## **Hertfordshire Museums Development – Privacy Notice**

**Please see the following privacy notice stating how we will use your information. If you would like to stop receiving emails from us at any time, please inform the Museums Development Team by emailing [hertsmuseums@hertfordshire.gov.uk](mailto:hertsmuseums@hertfordshire.gov.uk)**

### Privacy Notice

This Privacy Notice sets out how Hertfordshire Museum Development (HMD) uses and protects any information you share with our organisation, including any third parties who conduct work on our behalf. Hertfordshire Museum Development is committed to protecting your privacy when accessing information via our organisation.

Hertfordshire Museums Development is a service of Hertfordshire County Council (HCC). We work in partnership with Museum Development South East (MDSE), which is a partnership between Norfolk Museums Service, a service of Norfolk County Council (NCC) and the lead partner, and the Royal Pavilion & Museums Trust (RPMT), an independent, charitable trust trading as Brighton & Hove Museums, to provide advice, support, and training to museums in Hertfordshire. Our Data Protection policies and procedures are governed by Hertfordshire County Council's [Privacy Policy](#).

### Use of personal information

The personal information we collect may include name, physical address, email address, phone number, information about interactions we have with you, records of your attendance at our training events or network events, information provided from any evaluation forms or surveys you have completed and details of correspondence that we have sent to you or received from you.

We may use the information we hold about you to:

- Process bookings for training events, including making provision for your stated needs and preferences as far as reasonably practicable.

- Maintain records of who attended our events, and which organisations they represent.
- Send you communications which we think you may find interesting via our e-newsletter or emails.
- Invite you to partake in any survey or research which will improve our service, including surveys, questionnaires, and evaluation forms.
- Carry out statistical analysis about who uses our services.
- Share information regarding the Museum Development programme with our funders, MDSE, as part of our grant contract with MDSE. This may include names of participants and organisations attending events or applying for grants. MDSE may share anonymised information with ACE regarding the MDSE programme, as part of their grant contract with ACE: this may include names of museums represented at events or applying for grants. MDSE will not share any of your personal information with ACE.
- Where necessary, share information about you with other approved third parties such as trainers, consultants, and contractors, to ensure they provide you with the best service possible. These third parties will only use your data for the specified purpose for which we have contracted, engaged, or partnered with them, and will not use it for any other reason or share it with any other individuals or organisations. These third parties are bound by their employing organisation's data protection and privacy policies.

The information we share may include name and contact details. To enable us to operate effectively and to improve the services we offer, we use third party websites including [Icaris CRM](#).

The activities we deliver are publicly funded by Arts Council England. Personal information collected will only be shared with third parties in order to provide the services that you have asked for, unless required by law. All data is stored in the UK and will be retained for a period of up to seven years. For audit and reporting purposes certain information, such as

names of organisations participating in HMD programmes and activities, may be retained for up to seven years beyond the end of the funding period.

### Your Rights

Hertfordshire County Council, Norfolk County Council and Royal Pavilion & Museums Trust will be the joint Data Controllers for this information.

View the [Museums Development South East Privacy Policy](#)

You have the following rights in relation to this data:

- You have the right to be informed about what information we hold about you and how we use it.
- You have the right to request copies of any information the Council holds about you by making a subject access request.
- If information we hold about you is factually inaccurate you have the right to have it corrected.
- You have the right to object to the way we are using your data.
- You have the right to request that your data is deleted. However, we may be unable to delete your data if there is a need for us to keep it. In this case you will receive an explanation of why we need to keep the data.
- You can also request that we stop using your data while we consider a request to have it corrected or deleted. There may be some circumstances in which we are unable to do this however we will provide an explanation if this is the case.
- In certain circumstances you may also request data we hold about you in a format that allows it to be transferred to another organisation.
- In the event that decisions are taken using automated processes you have the right to request that these decisions are reviewed by a member of staff and to challenge these decisions.

If you would like to request copies of your data, request that your data is deleted or have any other queries in relation to data which the Council holds about you please contact the Data Protection Team.

Data Protection Team, Hertfordshire County Council, Robertson House, Six Hills Way,  
Stevenage, Hertfordshire, SG1 2ST

Email: [data.protection@hertfordshire.gov.uk](mailto:data.protection@hertfordshire.gov.uk)

You can also contact our Data Protection Officer at

[dataprotection.officer@hertfordshire.gov.uk](mailto:dataprotection.officer@hertfordshire.gov.uk) or in writing to the address above.

If you are unhappy with the way that Hertfordshire County Council has used your data, or with the way we have responded to a request, you also have the right to contact the Information Commissioner's Office [www.ico.org.uk](http://www.ico.org.uk) .

#### Date of notice

This Policy was updated on 5<sup>th</sup> August 2025.