

# Visitor Experience – Museum Collections Information

## Why do we collect information about you?

When you provide us with an item to include in our Museum collection, we will collect basic information about you so we have a record of the background & history of the item & who has donated or sold the item to us, as part of our accessioning process. This helps us prove that the items are suited to our collection policy & also means we can contact you if we have any further questions or wanted to transfer the item to another museum or organisation.

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## What information do we collect about you?

We collect your name, address, email address, phone number & your relationship to the object or to the owner of the object.

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## Who do we share the information with?

If you give your permission or you request for us to display donor information alongside the item for public viewing then we will do so. For donations given over a hundred years ago, we may release a name & address to family history enquirers, but only if it is relevant. Contact information is only released for more recent donations to police or lawyers if legally requested for cases of suspected theft or spoliation.

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## Is any information transferred to or stored on servers based outside the European Economic Area?

Information is stored in the UK & the EU only.

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## How long do we keep your information?

We keep customers contact details in line with our retention schedule, which is available on the Gloucester City Council website under the Documents heading on the Data Protection page. View the document [here](#)

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## Who do we collect information from?

Information is provided by you, the customer, when voluntarily providing an object to the Museum.

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## What are the consequences if we do not collect the data?

Objects are unable to be accessioned (added to the collection) without donor / vendor details as it means the origin of the item cannot be confirmed.

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## Are any decisions about you made by automatic means?

No automated decisions are made about you.