



The Friends of Birmingham Museums & Art Gallery
Soho House Museum
Soho Avenue
Birmingham
B18 5LB

Charity Reg. No. 528895
Trading as FB MAG
www.fbmt.org.uk

Telephone 0121 348 8330

PRIVACY POLICY

The Friends of Birmingham Museums and Art Gallery ('The Friends') is a registered charity, number 528895. We take your privacy very seriously and we are committed to protecting the personal information which you have shared with us. When you request information from the Friends, join our membership scheme or purchase a Gift membership from us, we obtain information about you. This Policy explains how we look after that information and what we do with it.

The information we hold

This can include any of the following, but is restricted to what you share with us: Your name, email address; telephone number and postal address. If you sign up to a direct debit we will also collect your bank account details.

We have a legal duty to protect this information which we hold about you. We try to ensure that the information we hold is accurate and up to date. Please let us know of any changes or discrepancies so we can update your information.

How we store your information

Your personal information will be held securely on our computer system. The information you provide will be used for administrative purposes only. It will be kept confidential and will be used to support your relationship with us. It will not be shared with any third party without your consent, unless required by law or if you have requested specific information.

How we use your information

Members of the Friends will receive copies of 'Artefacts', the Friends' quarterly magazine, in the post. Stephens and George is our GDPR-compliant printing firm, to whom we provide your postal addresses solely for the purpose of mailing 'Artefacts'. Please contact us to request a copy of Stephens and George's Data Protection Agreement for Mailing Files, or download it using the following link: www.stephensandgeorge.co.uk/wp-content/uploads/2017/12/S-G-Data-Protection-Agreement.pdf.

We are required by the Charities Commission to send out a Trustees Nominations and Ballot Form and an AGM booklet to all our Members annually. These will be sent to you by post or by email. If you have a preferred method of receiving these then please do let us know. We may also use your data to tell you about our activities via email and/or via post. You have the right to withdraw your consent for us to contact you at any time.

Members of the Friends will receive e-newsletters with news and information using Mailchimp, our GDPR-compliant email marketing service. Click here to read their Privacy Policy: www.intuit.com/privacy/statement/.

We use GoCardless to process our online payments. Please use the following link to view the GoCardless Privacy Policy for information about how they handle personal data: www.gocardless.com/privacy/payers/.

You will only be contacted by the Friends' Office about donations for Birmingham Museums if you have given your permission for us to do so.

If you don't want to hear from us

You always have an option to cancel your Membership or to change or update your

preferences. You can email: fbmagmembership@gmail.com; write to us at: The Friends of Birmingham Museums and Art Gallery, Soho House Museum, Soho Avenue, Birmingham, B18 5LB; or call us on: 0121 348 8330. We will remove your details from our digital databases, unsubscribe you from our Mailchimp database and destroy paper documents permanently and securely should you wish to cancel your membership.

Changes to this Policy

This Policy may change. If it does, any changes will be identified on our website: www.fbmt.org.uk/privacy-policy/. We will ensure that you are fully aware of the information which we collect, how it is used and under which circumstances we may disclose it.

How to contact us

If you have any questions or comments about this Privacy Policy please contact us via email: fbmagmembership@gmail.com; write to us at: The Friends of Birmingham Museums and Art Gallery, Soho House Museum, Soho Avenue, Birmingham, B18 5LB; or call us on: 0121 348 8330.

Our Privacy Policy was last updated in May 2023.