

Privacy Policy

Kent Mining Museum

Last updated: May 2026

Kent Mining Museum is committed to protecting your privacy and handling your personal data responsibly and transparently.

This Privacy Policy explains how we collect, use, store and protect your personal information when you interact with us, whether online, in person, or through events, visits, or communications.

1. Who We Are

Kent Mining Museum is located at Betteshanger Park, Kent, and tells the story of the Kent Coalfields.

Data Controller: Kent Mining Museum

Address: Betteshanger Country Park, Kent

Email: info@kmm.org.uk

Telephone: 01304 619227

Kent Mining Museum is the data controller for personal data collected through this website and our activities.

2. What Personal Data We Collect

We may collect and process the following personal information:

- Name
- Email address
- Telephone number
- Postal address (where relevant)
- Enquiry details submitted via contact forms
- Booking or visit information (including school or group visits)
- Volunteer or employment application details
- Event registrations
- Newsletter or mailing list sign-ups

- Website usage data (via cookies and analytics)

We do not knowingly collect personal data from children under the age of 16 without appropriate consent.

3. How We Collect Your Data

We collect personal data when you:

- Complete forms on our website
 - Contact us by email, telephone or post
 - Book a visit, event or talk
 - Sign up to newsletters or updates
 - Apply to volunteer or work with us
 - Visit our website (through cookies and analytics tools)
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4. How We Use Your Data

We use your personal data to:

- Respond to enquiries
- Manage visits, events and bookings
- Communicate information you request
- Administer volunteer or employment applications
- Send newsletters or updates (where consent has been given)
- Improve our website and services
- Meet legal or regulatory obligations

Your data will only be used for the purpose for which it was collected.

5. Legal Basis for Processing

Under UK data protection law, we process personal data using one or more of the following lawful bases as defined by the UK General Data Protection Regulation (UK GDPR):

- **Consent** – where you have given clear permission (e.g. mailing lists)

- **Contract** – where processing is necessary to provide a service
 - **Legitimate interests** – to operate and promote the museum responsibly
 - **Legal obligation** – where we must comply with the law
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6. Sharing Your Data

Kent Mining Museum does not sell your personal data.

We may share personal data with trusted third parties only where necessary, including:

- Website hosting providers
- Email or newsletter services
- Booking or IT service providers
- Professional advisers (such as accountants or auditors)

All third parties are required to handle your data securely and in accordance with data protection legislation.

7. How Long We Keep Your Data

We keep personal data only for as long as necessary, including:

- General enquiries: up to 12 months
- Booking and visit records: retained as required for operational or legal purposes
- Volunteer or employment applications: up to 12 months
- Newsletter subscriptions: until you unsubscribe

When data is no longer required, it is securely deleted or anonymised.

8. Cookies and Analytics

Our website uses cookies to improve your experience and to help us understand how the website is used.

These may include:

- Essential cookies required for the website to function
- Analytics cookies that help us understand visitor behaviour

You can manage or withdraw your cookie preferences at any time through our cookie banner or your browser settings.

Further information is available in our **Cookie Policy**.

9. Your Rights

You have the right to:

- Request access to your personal data
- Request correction of inaccurate or incomplete data
- Request deletion of your data
- Restrict or object to processing
- Request transfer of your personal data to another party
- Withdraw consent at any time
- Make a complaint to the Information Commissioner's Office (ICO)

To exercise any of these rights, please contact us using the details below.

10. Data Security

We take appropriate technical and organisational measures to safeguard your personal data against loss, misuse, unauthorised access or disclosure.

11. Changes to This Policy

This Privacy Policy may be updated from time to time. Any changes will be published on this page, with the revised date shown above.

12. Contact Us

If you have any questions about this Privacy Policy or how we use your personal data, please contact:

Kent Mining Museum

Email: info@kmm.org.uk

Address: Betteshanger Country Park, Sandwich Road, Deal, Kent. CT14 0BF

Phone: 01304619227
