



Natuurhistorisch

PRIVACY STATEMENT NATURAL HISTORY MUSEUM ROTTERDAM

This privacy statement explains which personally identifiable data we collect from you and what it is used for. We encourage you to read it carefully.

The Natural History Museum Rotterdam Privacy Statement

The Natural History Museum Rotterdam (hereafter referred to as: the Natural History Museum or we/us) is an independent not-for-profit foundation. The Natural History Museum only uses personal data when you use our services, or you provide the data to us. In some cases we work with other suppliers or services. Your personal data will only be processed according to the appropriate guidelines, specifically but not exclusively the Dutch general data protection law AVG, “de Algemene Verordening Gegevensbescherming”. If you have questions about this privacy statement, please contact us at info@hetnatuurhistorisch.nl.

Personally identifiable data

Depending on which services you use we can process these personally identifiable data items:

- first and family name
- address details
- telephone number
- email address
- bank account number (only when using the e-ticket shop)
- company data (such as: contact name, shipping and billing address, VAT number, IBAN, BIC-code, KvK company code)
- job title
- data related to the method used to access our website(s) such as your IP address

Purposes and bases

The Natural History Museum processes data:

- while ordering e-tickets via one of our websites and while using other functions of our websites
- to process a job application
- to process a comment or complaint
- to communicate electronically or in print, for example in a newsletter, our magazine Straatgras, an invitation and other messages
- while providing information about exhibitions and activities
- while collecting statistics on visitor numbers (solely for postal code based research)
- while processing any payments (via the e-ticket shop)
- while sending or processing invoices or price quotes

The Natural History Museum processes your personally identifiable data for these purposes according to the appropriate legal bases. These legal bases include: permission, requirement for the execution of an agreement or a legitimate interest. Legitimate interests include: marketing, advertising, research and analysis of activities and services. When we process personally identifiable data based on receiving permission you can always withdraw permission for the processing. Your personally identifiable data will

not be used for other purposes than the ones you gave permission for, unless otherwise required by or permitted by law.

Newsletter: Het Natuurhistorisch Nieuws

The Natural History Museum distributes its newsletter *Het Natuurhistorisch Nieuws* by email. We collect your name, family name and email address for this. You can register for the newsletter on the website or by using a form that you can fill in at the museum. You can unsubscribe at any time by using the unsubscribe button/link below the newsletter or by emailing educatie@hetnatuurhistorisch.nl with a subject line of "Unsubscribe Newsletter".

The Natural History Museum processes the personally identifiable data based on the permission given by the subscriber when they signed up for the newsletter. See also our General Visitor Terms And Conditions, articles 6.1 and 6.2.

e-Ticket purchasing

When an e-ticket is purchased a duplicate of the e-ticket is sent to the front office of the museum. The copy contains first name, family name, postal code, house number and email address. The copy is stored electronically throughout the six-month validity period of the ticket. If the original ticket has been lost, the purchaser can request the copy by calling 003110 436 4222. The copy of the ticket will not be provided to third parties.

The museum's e-ticket shop is managed by Jewellabs. A processor agreement has been made with Jewellabs. A copy of this agreement can be requested via info@hetnatuurhistorisch.nl.

Booking a children's party

When a children's party is booked, the Natural History Museum collects the following data: family name, address, city, mobile phone number (mandatory), email address, the total number of children and their ages. These data are used for the confirmation letter and communications such as when there has been an incident or the client does not appear. The number of children's parties per year are recorded in the annual report of the museum without personally identifiable data.

Booking lessons

When a lesson is booked the museum collects the following data: school name, contact name, address, city, school city, telephone number and email address. During the visit these data are collected: number of students, number of teachers, name of the lesson that was booked. These data are used when necessary, for example: generating an invoice and if requested sending out the newsletter. The number of lessons booked per year appears without personally identifiable data in the annual report of the museum.

Booking rooms

When the Hoboken Salon is booked we capture: company name, contact name, address, city, telephone number, email address and any dietary requirements. Company name, contact name, address and city will be used to create the invoice. The data are only available to the front office and the treasurer. The number of room bookings per year will be mentioned in the annual report of the museum without personally identifiable data.

Invoices and quotes

In order to send out or process a received quote or invoice the museum needs to create a client record in its finance system. The following data need to be captured: company name, department receiving the invoice or quote, contact name, address, city, telephone number and email address (contact name and

P.O. Box for electronic invoices), the IBAN and the BIC-code. We will also capture the publicly available company data, such as VAT (BTW) number and Chamber of Commerce (KvK) number. Access to the finance system is protected with unique usernames and passwords. The database is only accessible to a small group of people with the appropriate permissions provided by the Natural History Museum, the group includes the treasurer. The accountant gets access to the system once a year in order to make the yearly audit and during this has access to the customer database and stored data. The accountant has entered into a processor agreement. A copy of this agreement can be requested via info@hetnatuurhistorisch.nl.

Friends of the Natural History Museum

The Natural History Museum collects the following data from individuals who register as a Friend of the museum: name, address, city, telephone number (optional), email address (optional), bank account number (only when a direct debit agreement has been signed). Membership cancellation may occur during any year before 20 December of the subscription year and should be done using this email address: vrienden@hetnatuurhistorisch.nl. Friends of the museum receive our periodical Staatgras twice a year and invitations to openings, activities and the yearly Friends Day. Friends can unsubscribe from these services at any time using the email address: vrienden@hetnatuurhistorisch.nl. Unsubscribing from these services during the year does not exempt Friends from the requirement to cancel their subscription before 20 December.

The information provided, excluding name, address and city used for postage, will not be used for other purposes. Distribution of Staatgras is managed by a third party who receive an encrypted file with name, address and city per published issue. The third party has entered into a processor agreement. A copy of this agreement can be requested by Friends of the museum via info@hetnatuurhistorisch.nl.

Address database

The Natural History Museum has a database of the addresses of all its business contacts, schools and Friends. The stored data are: contact name, address, city, telephone number (optional) and email address (optional), the contact category (school, contact, Friend, sister organisation etc.) and if and to whom any correspondence should be sent. The address database can be accessed by employees of the museum. The contents can only be modified by selected employees of the museum. Access to the database is protected with usernames and passwords. Contacts in the database will receive Staatgras and/or invitations (if requested during registration). Schools receive the education pamphlet with an overview of the year's lessons once per school year. Contact details of staff, other than those mentioned on the website, will not be provided to third parties unless the staff member gives permission to the museum to do so. Removal from the database can be requested at any time by email to: frontoffice@hetnatuurhistorisch.nl.

Donations

When natural history objects are donated to the Natural History Museum Rotterdam collection the following personally identifiable data of the donor will be collected: contact name, city, and email address (optional). Furthermore, data about the object or collection will be captured including the name of the person who found it. The donor will show if they wish to remain anonymous in the donation agreement. If the donor states that they have no objection to being named in publications, then their initials and family name may be mentioned in the annual report of the museum and other publications.

Loans to the museum

The following personally identifiable data of the physical person lending the item will be captured: contact name, address, city, telephone number and email address. The lender will sign supplementary conditions with respect to the display of his/her personally identifiable data with the loan, in publications or in marketing.

When the Natural History Museum Rotterdam lends an object to a physical person the personally

identifiable data of the lendeer will be collected: contact name, address, city, telephone number and email address. These data are not published in the annual report of the museum without explicit permission.

Complaints

Upon receipt of a written complaint as defined in Article 4.3 of the General Visitor Terms And Conditions, personally identifiable details are captured: name, address, city and email address. These personally identifiable data will only be processed in connection with the purpose for which they were captured, namely the correct processing of a complaint. The data will only be retained during the lifecycle of the complaint, refund or suggestion or any questions pertaining to it.

Visitor information

The Natural History Museum collects postal code details four times a year from visitors to the museum. Visitors are not obliged to provide this information. The information will be processed by Rotterdam Festivals and the museum itself in order to discover more about the visitors' background and origin. A processor agreement has been entered into by both parties for this information. A copy of this agreement can be requested by visitors of the museum via info@hetnatuurhistorisch.nl.

Website

The website of the Natural History Museum (www.hetnatuurhistorisch.nl) uses necessary functional cookies to ensure proper functioning. The website places functional and anonymous analytical cookies in the browser of the visitor. These cookies do not contain personally identifiable details and are solely placed to ensure proper functioning of the website. The Natural History Museum is not responsible for third party websites connected to our websites via links.

Sharing with third parties

In specific circumstances it can be necessary that your personally identifiable data is shared with third parties. The Natural History Museum can share data with:

- Clients or suppliers to the Natural History Museum;
- Third parties such as supervisory authorities and other organisations in order to comply with legal obligations.

Provision of your data to the above-mentioned parties will only occur for the purposes mentioned in this privacy policy, and only if permitted by the appropriate privacy laws and statutes, or if we are obliged to provide data to an appropriate authority.

The Natural History Museum can provide your personally identifiable data to a processor (e.g. to distribute the Straatgras magazine). A processor processes your data solely by request of the Natural History Museum. A processor agreement will be entered into with a processor. If this is relevant to you, you can review such a processor agreement by contacting us at info@hetnatuurhistorisch.nl.

Security and storage

The Natural History Museum takes the protection of your data seriously and takes appropriate technical and organisational steps to prevent misuse, inappropriate access, accidental publication and unauthorised changes. Despite these extensive efforts there can be no absolute guarantee of protection against all possible threats. If you get the impression that your data have not been well secured or if there is evidence of a breach of privacy, contact us via frontoffice@hetnatuurhistorisch.nl.

Retention rules

We retain your data no longer than is necessary to carry out the purposes for which it was captured, unless we are legally obliged to retain your personally identifiable data longer.

Your rights

You have the following rights in this context:

- The right to access, this means you can request access to the data we have collected from you;
- The right to correction or improvement of your personally identifiable data;
- The right to removal of your personally identifiable data;
- The right to the restriction from processing your personally identifiable data;
- The right to data portability: you can request a copy of your data in a structured, conventional and machine-readable form that can be transferred to another provider;
- The right to object to profiling;
- The right to withdraw any permissions provided.

The above-mentioned rights can be exercised by submitting a claim to the Natural History Museum (see contact details below).

We will of course be happy to help you if you have any complaints about the processing of your personal data by The Natural History Museum. The privacy regulations give you the right to lodge a claim with the privacy ombudsman, the Autoriteit Persoonsgegevens. Please contact the Autoriteit Persoonsgegevens to do this.

Changes to this privacy statement

The Natural History Museum reserves the unilateral right to change or supplement this privacy statement. We will announce any changes as required by law. Whenever substantial changes are made in this privacy statement a clear notification will be given, for example by email. The most current version can be found on our website.

Whenever you use any of our services after changes to this privacy statement have been made, you implicitly accept these changes. If you do not wish to comply with these amendments, you will be required to stop using our services. This privacy policy was last revised on: 6 January, 2021.

Contact details for the Natural History Museum

Natural History Museum Rotterdam
Westzeedijk 345
3015 AA Rotterdam
003110 436 4222
info@hetnatuurhistorisch.nl

Note: this is a translation of the original legally-binding Dutch language document and is therefore not the applicable legal text.