

Privacy statement TextielMuseum

Let's start by stating that we are very careful about how we do this and that we will never share your personal data with third parties without your permission. In addition, we will only use your personal data for the purpose for which you provided it.

Our privacy principles are listed below. Under each heading, we state clearly what information we collect, why we collect it and how long we store it. In this way, we are completely transparent about how we handle and what we do with your personal data.

Online ticket purchases

If you buy an admission ticket for one person or a group online, we will ask you to provide your name and email address, and we will use this information to email you your ticket(s). We keep records of all ticket sales for one year and three months. Tickets remain valid for one year after their purchase date. If you should happen to lose your ticket, we will be able to retrieve the details within this period. We use the additional three months storage time to be able to track and trace your admission ticket should any questions, remarks or other issues arise after your visit to the TextielMuseum. Fifteen months after purchasing tickets online, your personal data will in any case be deleted. We keep records of ticket sales transactions in our accounting system. We have a duty under Dutch tax legislation to store this information for seven years.

Booking an activity programme, masterclass, workshop, etc.

If you book an activity programme, a workshop, masterclass or other experience online, we will ask you to provide your name and email address. We use this information to email you the ticket(s) for the respective activity. We store records of online bookings for a period

of one year and three months. Activities can be booked up to a maximum of one year in advance. If you should happen to lose your ticket for a booked activity, we will be able to retrieve the details within this period. We use the additional three months storage time to be able to track and trace your booking should any questions, remarks or other issues arise after your visit to the TextielMuseum. Fifteen months after booking an activity online, your personal data will in any case be deleted. We keep records of ticket sales transactions in our accounting system. We have a duty under Dutch tax legislation to store this information for seven years.

Group booking request form

If you wish to make a group booking online, we will ask you to fill in a detailed contact form. Besides your personal and/or company details, we will ask you to provide additional information such as the type of guided tour you want to have, what your group would like to eat and drink, the number of people, etc. We need this information so that we can make you a quotation as complete as possible. All our quotations are customised and we process the details you provide in our booking system.

When you fill in the form, we ask for your permission to include the personal data you provide in our customer database. Your personal data will only be used to communicate with you about your booking and to keep you informed about upcoming (cultural) activities that we organise. We would like to emphasize that we do not use personal data for commercial purposes. Our customer database is periodically cleared and updated, and you can deregister at any time.

After your booking is definite, we keep a record of the transaction and the payment in our accounting system. We have a duty under Dutch tax legislation to store this information for seven years. If your

booking does not go ahead or if you do not give permission for including your details in our customer database, all the information you provide will be deleted.

TextielLab booking request form

If you wish to book a TextielLab activity, we ask you to fill in a detailed contact form. Besides your personal and/or company details, we ask you to provide additional information such as which technique you would like to use, whether you are booking the activity as a student, designer or on behalf of the organisation you work for and additional project information and technical details insofar as they are already known. We need this information so that we can properly assess your booking request and process the details you provide in our customer database.

When you fill in the form, we ask for your permission to include the personal data you provide in our customer database. Your personal data will only be used to communicate with you about your booking and to keep you informed about upcoming (cultural) activities that we organise. We would like to emphasize that we do not use personal data for commercial purposes. Our customer database is periodically cleared and updated, and you can deregister at any time.

After your booking has been accepted, we keep a record of the transaction and the payment in our accounting system. We have a duty under Dutch tax legislation to store this information for seven years. If your booking request does not go ahead or if you do not give permission for including your details in our customer database, all the information you provide will be deleted.

Digital newsletter subscription

The world of textiles presented in and around the TextielMuseum is

bustling with activity. If you wish, we would be pleased to inform you about everything going on at the TextielMuseum via our digital newsletter. To subscribe to our digital newsletter, we ask you to provide your name and email address. After you have done this, we send you email confirmation in which we also ask for your permission to use your personal data for this purpose. You are free to fill in additional details if you think they could be relevant. Once you have signed up for our digital newsletter, your details will be added to the address list in our messaging program Mailchimp. Your personal data will only be used for sending the newsletter to the email address you specify. Every newsletter we send contains a link at the bottom with which you can easily unsubscribe or update your personal data.

Sign up as a Friend of the TextielMuseum

If you are as passionate about textiles as we are and you care about preserving our industrial heritage, you can become a Friend of the TextielMuseum. Friends of the TextielMuseum receive preferential treatment and act as our ambassadors. To become a Friend of the TextielMuseum, we only ask you to specify what type of friendship you wish to have. The Friends of the TextielMuseum Foundation receives this information and is responsible for its processing. We have no control over the information that the foundation collects from you. This is stated in the foundation's terms and conditions.

Camera surveillance

The TextielMuseum is equipped with surveillance cameras. The areas where cameras have been hung up are marked with small signs. This is important for the safety of the museum staff and the works we exhibit. Camera images are deleted after four weeks, unless there is a good reason for keeping them longer, for example, for a police investigation.

Wifi network

When you visit our museum, you can use our WIFI network free of charge. Please note that once you have logged in to our WIFI network, you will, however, be connected to a public and unsecured network. The use of this type of public WIFI network is at your own risk. If you use our WIFI network to carry out illegal activities, we block the network access of the device you are using.

Photos and images

The TextielMuseum takes photos and/or records videos, for example, to accompany the opening of an exhibition and museum events or to demonstrate a production process in the TextielLab, etc. We use these images to record important matters for journalistic, artistic and/or educational purposes. When you visit our museum, you may therefore come across a photographer or film crew. If you object to being photographed or filmed, please inform the photographer/film crew directly. We expect the professional photographers/film crews we engage to be fully aware of privacy legislation and to act accordingly. If specific recordings have been planned on a day you intend to visit the museum, we will inform you as soon as you arrive.

Social media

In addition to this website, the TextielMuseum uses social media channels to keep people informed about new exhibitions, activities, interesting projects taking place in the TextielLab, where the works of art we make are on display, new products made under our own label by TextielMuseum and much, much more. You can follow us on Facebook, Instagram, YouTube, LinkedIn, Twitter and Pinterest. You can access social media channels by clicking the icons placed on our website. No social media messages are posted on our website. The

TextielMuseum does not impose any conditions on the use of social media. You have to agree to the terms and conditions of the social media platform you use.

Contact with the TextielMuseum via social media

If you ask us a question via social media, we will store the respective message and your account name so that we can give you an answer. We will contact you if you post a photo in which the TextielMuseum | TextielLab is tagged or hashtagged. We will not use the photo without your permission.

TextielMuseum advertisements on social media

TextielMuseum uses the advertising possibilities provided by social media platforms. We will show you advertisements based on the data that social media platforms collect with your permission, for example, that you follow us, are interested in textiles, fashion, design, interior architecture or that you live in a specific region. TextielMuseum has no control over the data that social media platforms collect from you. This is stated in the social media platforms' terms and conditions and can usually be managed via your social media profile settings.

Sending in general questions by email or the website contact form

If you want to ask us a question, you can always send it by email or fill in the online contact form on our website. We ask you to provide your name and email address, and to tell us what you would like to receive information about.

We will only use the data you provide to be able to answer your question. Depending on the nature of your question, your data will be stored for a longer or shorter period. If you ask us a general question about, for example, opening times, your email will not be stored for

longer than three months. If you ask us a question about, for example, online ticket purchases or booking a TextielLab activity, different storage periods will apply. Please see the privacy principles listed under the respective headings above.

We check each email message separately to see whether we need to store your personal data. We treat all the email we receive carefully and confidentially, and we do not store data any longer than necessary.

Webshop

Via the TextielMuseum website, you can follow a link to our web shop which sells products made under our own label by TextielMuseum. The web shop is a stand-alone platform. We keep records of ticket sales transactions in our accounting system. We have a duty under Dutch tax legislation to store this information for seven years.

To be able to deliver products you buy, we need your address details. We share this information when necessary with external service providers. The transport service needs, for example, your name and address to be able to deliver products to your door. The external service providers we engage may only use your information in the performance of their respective services. Information about your purchases is also stored in order to be able to answer any questions about, for example, product warranty or other questions or complaints about the product.

We also use this information to gain greater insight into our customers' wishes and the way in which they shop online. We do this to improve the range of products in our online shop. We store the data for these analyses for a period of two years.

More information?

Would you like to know more about where your personal data is stored or who you should contact, for example, to have your personal data deleted?

Rights of involved

You have the option to view your personal data and (in case of inaccuracies or incompleteness) correct it. You can also invoke your right to oblivion and you can (if desired) have your personal data removed. You can do this by contacting info@textielmuseum.nl.

Questions and feedback

We regularly check whether we meet these privacy conditions. If you have questions about our privacy conditions, you can contact us:
013 – 53 67 475

info@textielmuseum.nl

or directly contact Douwe Cnossen (data protection officer) of Stichting Mommerskwartier
via douwe.cnossen@mommerskwartier.nl or 06-14943341