

Museum of Policing in Devon and Cornwall Membership Terms and Conditions

By purchasing a membership of the Museum of Policing in Devon and Cornwall ('Museum' or 'the Museum') for your own use, or if you are using a Museum Membership after it was bought for you by someone else, then you agree and accept the terms and conditions set forth in this document. If you do not accept these terms and conditions then you must not buy or make use of a Museum Membership.

The Museum is a registered charity (no. 1168731). References to 'we' or 'us' are references to the Trustees of the Museum jointly.

References to 'Membership' or 'Museum Membership' refer to an annual subscription-based Membership of the Museum. References to 'you' 'your' 'yourself' in these Membership terms and conditions generally refer to any person buying Membership for their own use, any person making use of a Membership that was bought for them by someone else, and or any person buying Membership for someone else.

References to 'Privacy and Data Protection Requirements' mean the Data Protection Act 2018 and all other applicable law from time to time relating to the processing of personal data and privacy including (where applicable): (a) the General Data Protection Regulation (EU)2016/679 of the European Parliament ('GDPR');(b) the Privacy and Electronic Communications (EC Directive) Regulations 2003, and (c) guidance and codes of practice or conduct issued by the UK Information Commissioner.

By accepting your Membership application (or by accepting the utilisation of Membership benefits in the case of gift recipients), a legally binding contract is brought into force between us and you, and these terms and conditions form the basis of that contract through which we will deliver as service to you as a Member.

By purchasing a Membership you agree that the Membership terms and conditions shall be governed by, and construed in accordance with, English law and that the courts of England shall have exclusive jurisdiction in relation to any dispute or matter arising in connection with them.

These Membership terms and conditions constitute the entire agreement and understanding between you and us and supersede any previous agreement relating to Membership.

You agree that in becoming a Member you do not rely on, and shall have no remedy in respect of, any statement, representation or understanding other than as expressly set out in these Membership terms and conditions.

Queries, comments and complaints:

Our team will aim to respond to any query received within ten working days. This may be an acknowledgement of receipt while further investigations are carried out. If you have any queries or complaints please contact our team:

Email: mirandastevens@dcpolicingmuseum.co.uk

1. Membership benefits

1.1 As a Member you will receive a range of benefits. Membership packages include:

1. Member exclusive monthly newsletters

Museum of Policing in Devon and Cornwall
200 years of policing heritage and social history

2. Discounted research services - 10% discount on up to 5 research enquiries per year
3. Exclusive access to behind-the-scenes content – discover the work of our volunteers, interviews with our team, and learn from experts in the field
4. Free entry to lectures from experts on a huge range of topics surrounding policing heritage and the social history of Devon and Cornwall
5. Priority booking for the year's events, including tours of the collection (virtual or in-person, as allows), roaming exhibitions, talks, workshops, and more

We may maintain, cancel or introduce different categories of membership from time to time. It is your responsibility to ensure that you have the most appropriate category of Membership to suit your personal circumstances at any time. The Museum is not responsible in the event that a more appropriate category of membership may have been available at any time.

2. Data protection and Personal Data Use

2.1 When you apply for Membership in your own name, or while you remain a Member, we will process your personal data including your name and address to fulfil our Membership services to you and for our own market research and analysis, in accordance with the Privacy and Data Protection Regulations and the full terms of the Privacy policy. We have highlighted here those aspects which we believe are particularly relevant to data you supply as a Member.

2.2 Marketing communications by email are offered to ensure you can make the most of your Membership benefits. Please use the 'Unsubscribe' link at the footer of marketing emails or contact the Membership team should you no longer wish to receive them. Your email will then only be held and used for service messages regarding the administration of your Membership.

2.3 Should you wish to ask us to provide you with any personal information we hold about you, correct or request deletion of any data you supplied as a Member, you can contact the team or do this directly via your personal Membership Mojo account. If you contact us, we will take appropriate steps to answer your request, delete your data or cease from using it in the manner you require. Please note that there may be situations where we are unable to meet your requirements in full.

2.4 We will hold your information securely but may disclose information about you to any of our employees, officers or data processors (e.g. mailing houses or Direct Debit payment processors) insofar as that is reasonably necessary for the purposes set out in these Membership terms and conditions. Otherwise, we will not pass your personal data to third parties without your prior consent.

2.5 You should be aware that what we say in these paragraphs 8.1 – 8.4 applies only to the data we hold about you in relation to your Membership and our supply of Membership services to you. These Membership terms and conditions have no application to any personal data you permit to be processed by the Museum or other third parties as the consequence of any consent you give or any supply of services that do not form part of your Membership or any supply of Membership.

3. Right to refuse applications

3.1 We reserve the right to refuse any application for Membership.

3.2 On receipt of your application Membership Mojo will debit your card for the appropriate fee. However, our acceptance of your application for Membership remains subject to approval by us. If for any reason we cannot accept your application we will confirm that your account has been re-credited (if applicable).

4. Price information

4.1 All quoted Membership fees are for a one-year Membership subscription or a Life Membership subscription (as applicable).

4.2 We reserve the right to increase the price of your Membership subscription on an annual basis. You will be informed of any fee increase within your renewal email.

5. Membership Fee Payments

5.1 The credit/debit card information you provide us for a Membership transaction will be used by us solely for the purpose of processing that Membership transaction.

5.2 We cannot accept credit/debit card payments by email and we will decline to accept payment by that means.

5.3 If there are any changes to the amount, date or frequency of your Membership fee, we will, through Membership Mojo, notify you (normally 10 working days) in advance of your account being debited or as otherwise agreed. If we request to collect a payment, confirmation of the amount and date will be given to you at the time of the request.

5.4 If an error has been made in the payment of your Membership fee by us or your bank/building society, you are entitled to a full and immediate refund of the amount erroneously paid from your bank or building society. If you receive a refund in an amount you are not entitled to, you must pay it back when requested to do so by us.

6. Condition of cancellations

6.1 If you change your mind about subscribing as a Member after purchasing, you may request a refund by notifying the Membership team in writing within 14 days of purchase. Please note that any refund will be subject to deduction of the value of any benefits used within this period (e.g. exhibition tickets).