

Privacy Policy

Rwanda Cultural Museum · rwandaculturalmuseum.rw

This Privacy Policy explains how Rwanda Cultural Museum (“Rwanda Cultural Museum”, “we”, “us”, or “our”) collects, uses, stores, protects and discloses personal data when you visit or interact with our website and related digital services.

This policy has been prepared for the public website based on the forms, contact channels and services currently presented on rwandaculturalmuseum.rw. It should be reviewed against the Museum’s actual hosting, email, newsletter, payment, analytics and other third-party arrangements before publication.

1. Who We Are

Rwanda Cultural Museum is a non-profit digital museum dedicated to preserving, digitizing and sharing Rwanda’s cultural and historical heritage. The website provides access to digital collections and allows visitors to contact the Museum, subscribe to updates, contribute resources, donate or otherwise support the Museum.

2. Personal Data We May Collect

We collect personal data that you voluntarily provide through the website and information that is necessary to operate and secure the website.

- Contact enquiries: full name, email address, subject and message.
- General enquiries: email address and the information you choose to include in your message.
- Newsletter: email address and subscription status.
- Donations and contributions: support type, amount where a financial contribution is being made, additional information, resource title, description, date or period, language, origin/location, creator/source, your name, organization, email, phone/WhatsApp, location and preferred contact method.
- Archive submissions: information you provide about books, recordings, photographs, documents or other cultural materials, including information about their origin, creator/source and relevant context.
- Volunteer, partnership and career enquiries: information you choose to provide when contacting the Museum for these purposes.
- Technical information: limited information that may be generated automatically when you use a website, such as IP address, browser/device information, approximate location derived from network information, pages visited, timestamps and security logs, where collected by the website or its hosting/security systems.

3. How We Collect Personal Data

We may collect personal data when you:

- send a message through the Contact page;
- subscribe to the Museum newsletter;
- submit a donation, contribution or resource enquiry;
- contact us by email, telephone or WhatsApp;
- apply, volunteer, partner or otherwise communicate with the Museum; or
- use the website, where limited technical information is generated for security, reliability and operation.

4. Why We Use Personal Data

We use personal data only for purposes that are relevant to our activities and reasonably expected by the person providing the information, including:

- responding to questions, requests and enquiries;
- administering donations, contributions, partnerships and volunteer enquiries;
- assessing and documenting cultural materials offered to the archive;
- communicating with contributors about submitted materials and their provenance;
- sending newsletters and Museum updates where you have subscribed or otherwise permitted such communications;
- arranging visits, research, tours or other Museum-related communications;
- maintaining, securing and improving the website and digital services;
- preventing abuse, fraud, spam and other security incidents; • complying with applicable legal and regulatory obligations; and
- protecting the Museum's rights, property and users.

5. Legal Basis for Processing

Rwanda Cultural Museum will process personal data in accordance with Rwanda's Law N° 058/2021 of 13/10/2021 relating to the Protection of Personal Data and Privacy and other applicable requirements. Depending on the circumstances, processing may be based on consent, performance of a requested service or interaction, compliance with a legal obligation, protection of legitimate interests, or another lawful basis permitted by applicable law.

Where processing is based on consent, you may withdraw that consent. Withdrawal does not affect the lawfulness of processing carried out before the withdrawal.

6. Newsletter and Marketing Communications

If you subscribe to our newsletter, we may use your email address to send information about exhibitions, restored recordings, collections, stories and other Museum updates. The website states that subscribers can unsubscribe at any time.

You can stop receiving non-essential marketing or newsletter communications by using the unsubscribe mechanism included in the communication or by contacting hello@rwandaculturalmuseum.org.

7. Cultural Materials and Contributor Information

The Museum's purpose includes preserving and sharing books, recordings, photographs, documents, oral histories and other cultural materials. Information about a contributor, creator, source, family, community or organization may therefore form part of the archival description or provenance of a collection.

Where contributor information is intended for public display or attribution, the Museum will seek an appropriate lawful basis and, where required, permission or consent. We will distinguish between information needed to manage a submission and information intended to be published with an archival item.

Contributors should avoid submitting unnecessary sensitive personal information about themselves or other people. If a submitted item contains personal information belonging to another person, the contributor should have the necessary authority or lawful basis to provide it to the Museum.

8. Children and Minors

The website is intended for general audiences. Where the Museum knowingly processes personal data belonging to a child under 16 years of age, it will comply with applicable requirements concerning parental or guardian consent and representation.

9. Sharing and Disclosure of Personal Data

We do not sell personal data. We may disclose personal data where necessary and lawful to:

- service providers that help us operate the website, hosting, email, forms, newsletter, security or other digital services;
- professional advisers or authorised partners where necessary for Museum activities and subject to appropriate safeguards;
- public authorities, regulators or law-enforcement bodies where required or permitted by law;
- payment or financial service providers where necessary to process a donation, if such a provider issued; and
- other persons where you have given appropriate permission or where disclosure is otherwise lawful.

Third-party services may process information under their own privacy policies. The Museum will take reasonable steps to use service providers that provide appropriate safeguards for personal data.

10. International Transfers

Some technology or service providers used by the Museum may process personal data outside Rwanda. Where personal data is transferred outside Rwanda, the Museum will apply the safeguards and legal requirements applicable under Rwanda's data protection and privacy framework.

11. Cookies and Similar Technologies

The website may use cookies or similar technologies that are necessary for website functionality, security, preferences or other legitimate operational purposes. If non-essential analytics, advertising or similar technologies are enabled, the Museum should provide appropriate notice and obtain consent where required by applicable law.

Because website technologies and third-party integrations can change, the Museum should periodically review the live cookie configuration and update this section where necessary.

12. Data Security

We use reasonable technical and organizational measures designed to protect personal data against unauthorized access, loss, misuse, alteration or disclosure. These measures may include access controls, secure communications, account permissions, backups, security monitoring and appropriate contractual safeguards with service providers.

No internet transmission or storage system can be guaranteed to be completely secure. Users should avoid sending highly sensitive information through ordinary website forms or email unless specifically requested and appropriately protected.

13. Data Retention

We retain personal data only for as long as reasonably necessary for the purpose for which it was collected, to maintain legitimate Museum and archival records, to comply with legal obligations, to resolve disputes and to protect our rights.

- Contact enquiries: normally retained only as long as needed to handle the enquiry and related follow-up, unless a longer period is justified.
- Newsletter information: retained while you remain subscribed, unless a longer retention is required by law or necessary to maintain suppression records.
- Donation and contribution records: retained as necessary for financial, legal, accountability and archival purposes.
- Archival provenance information: may be retained for the life of the relevant archival record where necessary to preserve authenticity, attribution and historical context.
- Security logs: retained for a reasonable period appropriate to security, troubleshooting and legal requirements.

Retention periods should be reviewed periodically and personal data that is no longer necessary should be securely deleted, anonymized or otherwise disposed of where appropriate.

14. Your Rights

Subject to the conditions and exceptions provided by applicable law, you may have rights including:

- the right to request information about the processing of your personal data;
- the right to access your personal data;
- the right to request rectification of inaccurate or incomplete data;
- the right to request erasure of personal data in applicable circumstances;
- the right to object to certain processing;
- the right to request restriction of processing in applicable circumstances; • the right to data portability where applicable;
- the right to withdraw consent where processing is based on consent; and
- the right not to be subject to certain solely automated decisions with significant effects, where applicable.

To exercise a right, contact us using the details below. We may need to verify your identity before responding to a request.

15. How to Make a Privacy Request or Complaint

For questions, requests or concerns about how your personal data is handled, contact:

Rwanda Cultural Museum

KG 7 Ave, Kigali, Rwanda

Email: hello@rwandaculturalmuseum.org Website:

rwandaculturalmuseum.rw

If you are not satisfied with how your request or complaint is handled, you may also contact Rwanda's Data Protection and Privacy Office, the supervisory authority responsible for personal data protection and privacy.

Data Protection and Privacy Office (DPO)

Toll-free: 9080

Email: dpp@dpo.gov.rw

Complaints: complaint@dpo.gov.rw

16. Third-Party Websites and Services

The Museum website may link to external services, including social media platforms and a separate digital library. Once you leave our website or interact directly with an external service, that service's own privacy policy and terms may apply. We are not responsible for the privacy practices of independent third-party websites.

17. Changes to This Privacy Policy

We may update this Privacy Policy when our services, technology, legal obligations or data-processing practices change. The updated version will be published on the website with a revised "Last updated" date. Where required by law, we will provide additional notice or obtain consent for material changes.

18. Contact Information

Rwanda Cultural Museum

KG 7 Ave, Kigali, Rwanda

Email: hello@rwandaculturalmuseum.org

General enquiries: hello@rwandaculturalmuseum.org

Media & Press: press@rwandaculturalmuseum.org

Partnerships: partnerships@rwandaculturalmuseum.org

Archive: archive@rwandaculturalmuseum.org

Website: <https://rwandaculturalmuseum.rw/>

Important implementation notes

Before publishing this policy as the Museum's final legal notice, confirm the actual website configuration: hosting provider, form/email processor, newsletter platform, analytics, cookie technologies, donation/payment provider, cloud storage, backup systems, international transfers, retention schedules and designated data protection contact. This is especially important because the public website currently presents contact, newsletter and contribution forms that can collect personal information.

Legal reference: Rwanda Law N° 058/2021 of 13/10/2021 relating to the Protection of Personal Data and Privacy.