

# Privacy Policy

Barnstaple U3A treats your privacy rights seriously. This privacy policy sets out how we will deal with your 'personal information', that is, information that could identify, or is related to the identity of, an individual.

## **What personal information do we collect?**

When you express an interest in becoming a member of Barnstaple U3A you will be asked to provide certain information. This includes:

- your name
- home address
- email address
- telephone number
- permission for collection of gift aid (optional)

## **How do we collect this personal information?**

All the information collected is obtained directly from you. This is usually at the point of your initial registration.

- The lawful basis for collecting and storing your information is due to the contractual relationship that you, as a member, have with the U3A. In order to inform you about the groups, activities and events that you can access as a member we need to store and process a certain amount of personal data.

We use your personal information to provide our U3A activities and services to you

- For administration, planning and management of our U3A
- To communicate with you about your group activities
- To monitor, develop and improve the provision of our U3A activity
- For delivery of the Trust publication -Third Age Matters

We'll send you messages by email, post, and telephone to advise you of U3A activities.

## **Who do we share your personal information with ?**

We may disclose information about you, including your personal information

- Internally - to committee members and group conveners – only as required to facilitate your participation in our U3A activities;
- Externally – We use external management systems such as Beacon to hold membership data and a direct mailing company to enable delivery of the Trust Magazine -Third Age Matters. Both these systems have been scrutinized by the central U3A organisation and deemed to provide good security.
- If we have a statutory duty to disclose it for other legal and/or regulatory reasons. In this instance we will seek to obtain your consent. Information would be shared without consent only where there were serious safety concerns and it was felt to be in your or the U3As best interests to disclose information.

## **How long do we keep your personal information?**

We need to keep your information so that we can provide our services to you. In most instances information about your membership will not be stored for longer than 12 months. The exceptions to this are instances where there may be financial, legal or insurance circumstances that require information to be held for longer whilst the issues are

investigated or resolved. Where this is the case members will be informed as to how long the information will be held for and when it is deleted. (eg Gift Aid declarations)

### **How your information can be updated or corrected**

- To ensure the information we hold is accurate and up to date, member's need to inform the U3A as to any changes to their personal information. You can do this by contacting the membership secretary. On an annual basis you will have the opportunity to update your information, as required, via the membership renewal process. Should you wish to view the information that the U3A holds on you, you can make this request by contacting the membership secretary. There may be certain circumstances where we are not able to comply with this request. This would include where the information may contain references to other individuals or for legal, investigative or security reasons. Otherwise we will usually respond within one month of the request being made.

### **How do we store your personal information ?**

Barnstaple U3A has in place a range of security safeguards to protect your personal information against loss or theft, as well as unauthorised access, disclosure, copying, use or modification. Your membership information is held on a secure database and accessed by a strictly limited number of Committee Members. Where appropriate Group Conveners can record details of their group members on the Beacon system which we have in place

### **Availability and changes to this policy**

This policy is available to view on the Barnstaple U3A Website and by request a printed copy can be provided. Members will be informed via our newsletter and the monthly meetings if any material changes are made to this policy

### **Contact**

- If you have any queries about this policy, need it in an alternative format, or have any complaints about our privacy practices, please contact any committee member or mail to [barnstaplethirdagesec@yahoo.com](mailto:barnstaplethirdagesec@yahoo.com)
- This policy was adopted on:
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