

PD3a

Bishop's Stortford U3A Personal Data Access, Correction and Deletion Policy

Introduction

1.1 Under the terms of the General Data Protection Regulation, effective from 25th May 2018, all Bishop's Stortford U3A members are entitled to have access to any data held about them and to have any inaccurate data corrected. In some circumstances members can also ask for data to be deleted.

1.2. To try to minimize the likelihood of inaccurate information being held, only limited personal data is recorded in the first place, mainly relating to contact details (see the Privacy Policy for more detail). Centrally it is held on two databases, both controlled by the Membership Secretary. The main database records information individually, the other is essentially an address list by household. It is hoped that in future only one data input process will be required which should reduce errors due to carelessness.

1.3. To try to ensure the access and correction procedures are operated efficiently and comprehensively, all actions are channeled through the Membership Secretary and only the Membership Secretary is authorized to change data on the central databases.

Routine amendments

2.1 Under normal circumstances, when there are any changes to a member's details - i.e.name, title or contact details including ICE number(s) – the member is responsible for informing the Membership Secretary in writing of the changes and the effective date. The member should indicate their Membership Number and also any groups to which they belong as well as details of the changes themselves

2.2 This communication can either be by e-mail, by post or by using the Data Amendment Form (see Appendix 1) which will be available at Monthly Meetings on the Information Desk.

2.3 The Membership Secretary will acknowledge receipt of the communication, and amend the relevant data on the central records. The Membership Secretary will also inform the Group Coordinator(s) of any relevant groups. Group Coordinators are then responsible for amending any records that they hold separately. Both the Membership Secretary and the Group Coordinator(s) will keep a record of the action taken including when they changed their records. It is not anticipated there will be any undue delays in the process and in any case the data will be amended within 31 days maximum. The Membership Secretary will confirm to the member in writing (by e-mail whenever possible) when the central records have been amended.

2.4 If a member becomes aware of an error in relation to their data (e.g. name spelled wrongly on a Membership Card, wrong post -code), they should follow the same procedure as described above.

2.5 If Group Coordinators are informed of any data changes by a group member, they should check whether the member has also informed the Membership Secretary in accordance with this procedure and if not, request them to do so.

Formal Data Access Requests

3.1 If a member wishes to make a formal subject access request to see what information is held about them, he/she should write to the Membership Secretary giving details of their Membership Number and groups to which they belong and making it clear they wish to view the data held about them.

3.2 The Membership Secretary will acknowledge receipt of the communication in writing, and will also contact the Group Coordinator(s) of any relevant groups and ask for any data held about the member there to be identified and a copy forwarded to the Membership Secretary.

PD3a

3.3 Group Coordinators are responsible for checking their records and responding either with copies of the data held or by reporting a 'nil return'.

3.4 When the Membership Secretary has received replies from all the people contacted, he/she will send to the member making the enquiry a copy of their membership record held centrally and any other group data submitted. Requests will be answered as quickly as possible but in any case within 31 days

3.5 A record will be kept by the Membership Secretary of requests submitted and the response, using the 'Record of Requests Form' (Appendix 2).

Deletion Requests

4.1 If an active member wishes to have some or all of their personal data deleted from the records, he/she should contact the Membership Secretary in writing giving their Membership Number, groups to which they have belonged and details of their request.

4.2 There is limited scope for deleting contact details for current members because these are required for the efficient running of the organisation. However, the Membership Secretary will acknowledge the request in writing, and consult with any relevant Group Coordinators.

4.3 The Membership Secretary will then respond to each request in writing indicating the action taken and will keep a record of what has happened. The request will be dealt with as quickly as possible and in any event within 31 days.

4.3 It is expected that the personal details of lapsed members will be held for no longer than a year after their membership lapses unless there are special reasons for retaining it (e.g. an ongoing insurance claim). If a member wishes their data to be deleted sooner than a year later, they should follow the same procedure as detailed above. The Membership Secretary will also follow the procedure as detailed above but in this instance it is not anticipated that there would be a problem deleting the data.

Review

5.1 This Policy will be reviewed by the Bishop's Stortford U3A Committee whenever there are changes to the central data recording system to ensure it remains relevant.