

The Cardiff U3A Privacy Policy

The Cardiff 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 Cardiff U3A you will be asked to provide certain information. This includes:

- Title
- Forename(s) **
- Surname **
- Initials
- Address including Postcode ∞
- Telephone ∞
- Mobile ∞
- Email ∞
- Consent to processing for newsletters and release of information for specific direct mailings

** indicates a required item of information.

∞ one of these items is required for us to contact you.

Other information we may hold about you includes:

- Suffix after your surname
- Familiar Name by which you prefer to be addressed
- Gender, optional, may be derived from your title
- Partner's Membership Number where you indicate a wish to have one newsletter etc between you
- Status of Membership (whether you have renewed, resigned etc)
- GiftAid Date if you elect to allow the U3A to reclaim tax on your subscription
- Date Joined
- Date Renewed

We may also wish to collect information about your abilities in the Welsh language and, if you are no longer a member, the reason for your leaving.

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 information will be collected via membership forms or online contact forms. 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 paying your membership fee. 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.

How do we use your personal information?

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 and related activities of interest to your group
- To monitor, develop and improve the provision of our U3A activities

We'll send you messages by email, post, other digital methods 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 – as required to facilitate your participation in our U3A activities;
- Externally – with your consent for products or services such as direct mailing for the Trust magazines – Third Age Trust and Sources;
- If we have a statutory duty to disclose it for other legal and regulatory reasons.

Where we need to share your information outside of the U3A we will seek your consent and inform you as to who the information will be shared with and for what purpose.

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 legal or insurance circumstances that require information to be held for longer whilst the issues are investigated or resolved. Where this is the case member/s will be informed as to how long the information will be held for and when it is deleted.

How your information can be updated or corrected

To ensure the information we hold is accurate and up to date, members who have supplied an email address are able to correct their personal information online via the Cardiff U3A website at <https://u3asites.org.uk/cardiff/home>.

Members may also inform the U3A as to any changes to their personal information by contacting the membership secretary at memsec@cardiffu3a.org.uk or on 07926 533 693.

Changes to your subscriptions to the Cardiff U3A's newsletter and magazine and to 'Third Age Matters' (including 'Sources') published by the Third Age Trust can be made by contacting the membership secretary at memsec@cardiffu3a.org.uk or on 07926 533 693.

On an annual basis you will also 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 – as detailed above. 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 14 days of the request being made.

How do we store your personal information

We have 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. Security measures include technological measures such as Secure Socket Layer (SSL) encryption, which creates a secure

connection with your browser when you register and login into our online services. Your membership information is held centrally on a database and may also be extracted for specific purposes to spreadsheets. It is accessed by Committee Members and Group Conveners.

Emails are sent using a third-party agent, SendGrid, which uses TLS email encryption to protect messages. All modern email services support the use TLS or other encryption methods, but the possibility exists that some obscure email services may not in which case the emails may pass unencrypted.

Availability and changes to this policy

This policy is available from <https://u3asites.org.uk/cardiff/page/59156> . This policy may change from time to time. If we make any material changes we will make members aware of this via the Newsletter and the monthly members' meetings and by email where available.

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 us <https://u3asites.org.uk/cardiff/ mailing/c:30935> or on 07474 607 976.