

Cranleigh & District U3A Privacy Policy

Cranleigh & District U3A treats your privacy rights seriously. This privacy policy sets out how we deal with your personal information.

What personal information do we collect?

When you apply to become a member of Cranleigh & District U3A you will be asked to provide certain information. This includes:

- your title, surname and forename
- home address
- email address
- telephone numbers
- your subscription preferences
- eligibility for Gift Aid
- your willingness to lead a group or assist in the administration of Cranleigh & District U3A.

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. The lawful basis for collecting and storing your information is due to the contractual relationship that you, as a member, have with the U3A. 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 record in the database your membership number and the last three digits of your subscription cheque or the word 'Cash' and the month paid, for payment query and HMRC Gift Aid eligibility purposes. Members who wish to receive information by post are identified by a marker for selection purposes as are members subscribing to the Trust's national magazines. If you are a new member we colour code your name in the database to distinguish you from a renewing member to enable us to monitor membership growth. Committee Members and Group Leaders are identified in the database and the activity(ies) for which they are responsible. The complete record of a deceased member is coded to ensure that no further mailings or contact takes place.

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
- to monitor, develop and improve the provision of our U3A activity

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, described above:

- internally to certain committee members and group leaders as required, to facilitate your participation in our U3A activities

- externally when you express an interest in products or services such as direct mailing for the Trust's magazines *Third Age Matters* 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, except for Gift Aid details which are stored for six years as required by HMRC. Other exceptions 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 need to inform the Membership Secretary, listed in the Handbook, as to any changes to their personal information. 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, contact 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 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. Your membership information is held in a spreadsheet and accessed by Committee Members as appropriate.

Photographs

Photographs constitute personal data and we will ask your permission for taking and displaying photographs. Where a group photograph is taken any member who does not wish to be in the photograph will be asked to move out of shot.

Availability and changes to this policy

This policy is available on the Cranleigh & District U3A website, www.cranleighu3a.org.uk. This policy may change from time to time. If we make any material changes we will make members aware of this via the quarterly Newsletter.

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 the Membership Secretary.