

# U3A Privacy Policy

The Cranleigh and District U3A ('Cranleigh U3A') treats your privacy rights seriously. This privacy policy sets out how we will deal with your 'personal information'

## What personal information do we collect?

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

- title, surname and forename
- home address
- email address
- telephone numbers
- subscription preferences
- eligibility for Gift Aid
- willingness to lead a group or assist in the administration of Cranleigh U3A (optional)
- emergency contact details (optional)

## How do we collect this personal information?

The information collected is usually obtained directly from you, most often at the point of your initial registration, online via the Beacon Members Portal, or 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 Cranleigh 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. Members who wish to receive information by post are identified by a marker for selection purposes, as are members subscribing to the national magazines of The Third Age Trust (the "Trust"). Committee Members and Group Leaders are identified in the database and the activities for which they are responsible. The complete record of a deceased member is identified to ensure that no further mailings or contact takes place.

## How do we use your personal information?

We use your personal information:

- to provide Cranleigh U3A activities and services to you
- for administration, planning and management of Cranleigh U3A
- to communicate with you about your group activities
- to monitor, develop and improve the provision of Cranleigh U3A activity

We may send you messages by email, post, or other digital methods and telephone to advise you of Cranleigh U3A activities and activities of the Trust.

## With whom do we share your personal information?

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 Cranleigh U3A activities;
- externally – when you express an interest in products or services such as direct mailing for the Trust magazines, the 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 Cranleigh U3A we shall seek your consent and inform you as to with whom the information will be shared 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 after you have ceased to be a member of Cranleigh U3A, except, for example, 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.

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

To ensure the information we hold is accurate and up to date, members need to inform Cranleigh U3A as to any changes to their personal information. You can do this by contacting the Membership Secretary, using the contact details listed in the Handbook or the link provided on the Cranleigh U3A website. You can also check and update your information at any time online, via the Beacon Members Portal. Should you wish to view the information that Cranleigh 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 shall aim to 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, unauthorised access, disclosure, copying, use or modification. Your membership information is held on our Beacon system. Access to this system is limited to authorised users, who are only able to access specific items of data, as required to perform their roles. For additional security, Beacon data is encrypted, and an audit log is kept of all user access. Group Leaders may only hold limited personal information for the purpose of running the group.

### Photographs

Photographs constitute personal data, and we shall 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 U3A website, at <https://u3asites.org.uk/cranleigh/home>. This policy may change from time to time. If we make any material changes, we shall make members aware of this.

### 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.