

# Elmbridge U3A Privacy Policy

Elmbridge U3A (hereafter 'EU3A') treats your privacy rights seriously. This privacy policy sets out how we will deal with your 'personal information', that is, information which 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 EU3A you will be asked to provide certain information. This includes:

- Name.
- Home address.
- Email address.
- Telephone and Mobile numbers.
- Gift Aid eligibility.
- Emergency contact information.

## **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. At the point that you provide your personal information for membership purposes, we will also notify you that, in order to be able to meet our legal obligations and to carry out our activities, it is a condition of membership that you allow us to collect, store and use that information.

## **HOW DO WE USE YOUR PERSONAL INFORMATION?**

We use it:

- To provide EU3A activities and services to you.
- For administration, planning and management of EU3A.
- To communicate with you about group and other EU3A and national U3A activities.
- To monitor, develop and improve the provision of our U3A activities.

We will send you messages by email, other digital methods, telephone and post to advise you of such activities.

## **WITH WHOM DO WE SHARE YOUR PERSONAL INFORMATION?**

We may disclose information about you, including your personal information:

- Internally - to committee members, officers, authorised technical support volunteers and group leaders – as required to facilitate your participation in EU3A activities.
- Externally – where we use an external membership management system and for products or services such as direct mailing to you of EU3A newsletters and, with your consent, the Trust magazines (*Third Age Matters* and *Sources*). Where such systems or services are used, the committee has scrutinised the Terms and Conditions of each supplier and judged that their digital and physical systems and procedures are secure.
- If we have a statutory duty to disclose it for HMRC and other legal and regulatory reasons.

If we need to share your information more widely outside EU3A we will seek your permission and inform you as to with whom the information is to be shared and for what purpose.

## **HOW LONG DO WE KEEP YOUR PERSONAL INFORMATION?**

We will keep your information whilst you are a member so that we can provide our services to you. If you leave we will keep the information for a further 7 years to comply with HMRC requirements. There may also be instances where there are legal or insurance circumstances that require information to be held for longer whilst they are investigated or resolved. Where this is the case you will be informed as to why and for how long the information will be held 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 EU3A of any changes to their personal information. You can do this by contacting the membership secretary at any time:

Tony Wharton, Membership Secretary, 33 Cherry Orchard Road, West Molesey, KT8 1QZ

Telephone: 0208 979 2737

Email: [members@elmbridgeu3a.org](mailto:members@elmbridgeu3a.org)

You will have the opportunity, at least annually, to correct or update your information via the membership renewal form and you can do so at any time via our on-line administrative system. Should you wish to view the information that EU3A holds on you, you can make this request by contacting the membership secretary or by using that on-line access. There may be certain circumstances where we would not be able to comply. These would include where the information may contain references to another individual 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 log in to our online services.

Your membership information is held on an external database membership management system and a file sharing system and accessed by committee members, officers, authorised technical staff and group leaders – as appropriate to their separate roles.

### **AVAILABILITY AND CHANGES TO THIS POLICY**

This policy is available on EU3A's web site. This policy may change from time to time. If we make any material changes we will make members aware of this via the EU3A newsletter, the frequent emailed Bulletins and the monthly members' meetings.

### **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 via the Membership Secretary, as shown above

Policy review date: