

Heatons and Reddish U3A Privacy Policy

The Heatons and Reddish U3A (hereafter 'the H&R 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 the H&R U3A you will be asked to provide certain information. This includes:

- Name.
- Home address.
- Email address.
- Telephone number
- Subscription preferences

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 H&R U3A. In order to inform you about 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.
- To monitor, develop and improve the provision of our U3A activities.
- For delivery of the Trust publication – Third Age Matters.

We'll send you messages by email, other digital methods, telephone and post 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 leaders – as required to facilitate your participation in our U3A activities.
- Externally – for products or services such as direct mailing for the Trust magazine (*Third Age Matters*). The magazine is distributed by a third party processor and your information is shared with the distribution company via a secure online portal. Where such systems are used, the Trust have 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 legal and/or regulatory reasons. In this instance we will seek to obtain your consent. Information would be shared without consent where there were serious safety concerns and it was felt to be in your or the U3As best interests to disclose information.

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 financial, legal or insurance circumstances that require information to be held for longer whilst this is investigated or resolved. Where this is the case then the 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 H&R U3A as to any changes to their personal information. You can do this by contacting the membership secretary at any time:
Telephone: Membership Secretary. 0161 432 2024

On an annual basis you will have the opportunity to update your information, as required, via the membership renewal form. Should you wish to view the information that the H&R 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 another individuals or for legal, investigative or security reasons. Otherwise we will usually respond within 1 month of the request being made.

HOW DO WE STORE YOUR PERSONAL INFORMATION?

H&R U3A has 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 use of cloud storage, firewalls, use of a management database system.

Your membership information is held on a database and computer spreadsheet and accessed by committee members and group leaders – as appropriate.

AVAILABILITY AND CHANGES TO THIS POLICY

This policy is available on the noticeboard, on the website and from the secretary. 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.

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:

Telephone :Membership secretary 0161 432 2024 or Secretary 07986 638 346.

This privacy policy is used in conjunction with our Data protection policy adopted May 2019.

Policy review date: May 2021.