

# Ravenshead U3A Privacy Policy

Ravenshead U3A (hereafter 'the RU3A') 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 RU3A you will be asked to provide certain information. This includes:

- Name.
- Home address.
- Email address.
- Telephone numbers
- Subscription preferences.
- Membership of interest groups.

## 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 request that you provide consent for us to store and use your data. Your consent is required in order to ensure our compliance with data protection legislation.

## HOW DO WE USE YOUR PERSONAL INFORMATION?

We use your personal information:

- To provide RU3A activities and services to you.
- For administration, planning and management of the RU3A.
- To communicate with you about your group activities.
- To monitor, develop and improve the provision of RU3A activities.

We will send you messages, by email, other digital methods, telephone and post to advise you of RU3A 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 RU3A activities.
- Externally – where we use an external membership management system and with your consent for products or services such as direct mailing for the Trust magazines (*Third Age Matters* and *Sources*). Where such systems 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 other legal and regulatory reasons.

Where we need to share your information outside of the RU3A we will seek your permission 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 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.

- Paper applications for membership are kept for 12 months.
- Paper renewal forms will be kept for 12 months
- Hard and soft copies of Gift Aid Declarations will be kept in line with HMRC requirements i.e. for 6 years after the last claim for a member was submitted to HMRC
- Soft copies of consents to the privacy policy will be kept for the duration of membership of the RU3A

## **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 RU3A as to any changes to their personal information. You can do this by contacting the membership secretary at any time:

Email: [ravensheadu3amembership@outlook.com](mailto:ravensheadu3amembership@outlook.com)

Telephone: 01623 409743

Address: 34 Kighill Lane, NG15 9HN

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 RU3A 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 individual or for legal, investigative or security reasons. Otherwise we will usually respond within 14 days of the request being made.

## **MEMBER ACCESS**

The RU3A has applied to join the Beacon Online Management System, a system which is supported by the Third Age Trust and provides individual U3As with a secure, efficient and effective means of managing their day-to-day business functions. Once the system is implemented, paid up members of RU3A will be able to log in to the Members Portal to view Groups and Calendar information, add themselves to Groups, create their own personalised Calendar, renew membership online, **update personal details** and upload photos that will be incorporated on their membership cards.

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

Your membership information is currently (April 2018) held in a spreadsheet on a secure online cloud system called BOX with access by some committee members only.

During 2018 we will transfer all membership information to 'Beacon'. The Beacon Online Management System (outlined under Member Access above) has full encryption and secure links. This will enable certain committee members and group leaders to view specific details held in the U3A membership database.

The RU3A 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 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.

## **WEBSITE**

Our web site is housed in "Sitebuilder", a software programme that is freely available only on application and registration to U3A groups throughout the UK. Members' personal email addresses are not displayed on the web site. Email links are provided by named links which do not display any individual email address.

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

This policy is available on the Ravenshead U3A web pages under "committee" heading. This policy may change from time to time. If any material changes are made members will be made aware 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 a committee member by telephone or email using the links displayed on our web site under the heading "contact".

Policy review date: April 2021