

# Shepway & District U3A Privacy Policy

Shepway & District U3A (hereafter 'S&D U3A' or 'our 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 S&D U3A you will be asked to provide certain information. This includes:

- Name
- Home address
- Email address
- Telephone numbers
- Subscription preferences
- Gift Aid entitlement
- Any disabilities you may need help with

## 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 S&D U3A. In order 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.

## HOW DO WE USE YOUR PERSONAL INFORMATION?

We use your personal information:

- To provide S&D U3A activities and services to you.
- For administration, planning and management of S&D U3A.
- To communicate with you about your group and all U3A activities.
- To monitor, develop and improve the provision of S&D U3A activities.
- For delivery of the Trust publication – Third Age Matters and our U3A Bulletin.

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 conveners – as required to facilitate your participation in our U3A activities.
- Externally – where we use an external membership management system for products or services such as direct mailing for the Trust magazines (*Third Age Matters* and *Sources*) and for our Bulletin where you receive it by post. The magazine and Bulletin are distributed by third party processors and your information is shared with the distribution companies via a secure online portal. Should you not wish to receive the magazine or Bulletin please contact the Membership Secretary.
- 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 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 S&D U3A's 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 be stored for no longer than 6 years. 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 S&D U3A as to any changes to their personal information. You can do this by contacting the membership secretary at any time:

Email: [shepwaymembership@gmail.com](mailto:shepwaymembership@gmail.com)

Telephone: 07729 443000

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 S&D 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 one month of the request being made.

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

S&D 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 securely and accessed by committee members and group conveners – as appropriate.

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

This policy is available on our website at [www.u3asites.org.uk/shepway](http://www.u3asites.org.uk/shepway). This policy may change from time to time. Members will be informed via the newsletter and the monthly meetings when any material changes are made to S&D U3A's policies and procedures.

### **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:

Email: [shepwaymembership@gmail.com](mailto:shepwaymembership@gmail.com)

Telephone: 07729 443000

This policy was originally adopted on: 10/05/2019

Policy reviewed: 6/12/2022