

Stanford-le-Hope and District U3A-Privacy Policy

The **Stanford-le-Hope and District U3A** (hereafter 'the 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.

1. WHAT PERSONAL INFORMATION DO WE COLLECT?

When you express an interest in becoming a member of the U3A you will be asked to provide certain information. This includes:

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

2. HOW DO WE COLLECT THIS PERSONAL INFORMATION?

- (i) All the information collected is obtained directly from you. This is usually at the point of your initial registration or renewal. The information will be collected via our membership forms.
- (ii) The lawful basis for collecting and storing your information is due to the contractual relationship that you, as a member, have with the 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.
- (iii) In addition to the information in 1 above, when you book a trip, holiday or other activity we may ask you to complete a Booking Form which may include:
 - Name.
 - Membership number.
 - Date of birth.
 - Contact phone number(s)
 - Mobile phone number to contact you on the day of the trip
 - In Case of Emergency [ICE] number(s)

The ICE number should include the name of your emergency contact and their phone number. We have a legitimate interest in this data and will assume you have permission to use and pass it to us.

- (iv) We also take photographs at General Meetings and elsewhere and have unsolicited photographs sent to us for use in our newsletter and website. We advise members where they do not wish to be photographed to move out of camera shot. Please check with the photographer if you wish for the photograph to be deleted. Where we receive unsolicited photographs we will assume the member sending them to us owns the copyright. We will advise members regularly of our policy.

3. HOW DO WE USE YOUR PERSONAL INFORMATION?

- (i) 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.
- (ii) We'll send you messages by email, other digital methods, or telephone to advise you of U3A activities.

4. WHO DO WE SHARE YOUR PERSONAL INFORMATION WITH?

- (i) We may disclose information about you, including your personal information:
 - Internally - to Executive Committee Members and Group Leaders – as required to facilitate your participation in our U3A activities.

- Externally - with your consent for products or services such as direct mailing for the Trust magazines (*Third Age Matters* and *Sources*).
- Externally - With HMRC where with your consent, we can apply for Gift Aid.
- Externally - where Travel Agents may require members data for booking purposes.
- If we have a statutory duty to disclose it for other legal and regulatory reasons.

(ii) Where we need to share your information outside of the U3A we will seek your consent and inform you as to who the information will be shared with and for what purpose.

5. HOW LONG DO WE KEEP YOUR PERSONAL INFORMATION?

- (i) 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 as long as you are a member, plus at least 12 months.
- (ii) Where information is supplied for booking purposes, the data will be stored until the activity is complete. 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.

6. HOW YOUR INFORMATION CAN BE UPDATED OR CORRECTED

- (i) To ensure the information we hold is accurate and up to date, members need to inform the U3A as to any changes to their personal information. You can do this by contacting the Membership Secretary whose details can be found at the bottom of our Membership Application form.
- (ii) 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 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 14 days of the request being made.
- (iii) If for any reason you have an issue with any article or picture in the newsletter or on our website please in the first instance contact the membership secretary as detailed above or any Executive Committee member. The U3A will rectify the situation as soon as possible.

7. HOW DO WE STORE YOUR PERSONAL INFORMATION?

- (i) 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 use our website email facility or to access any of our web pages or documents.
- (ii) When browsing our website no data is stored other than a random IP address to maintain data flow. This is deleted when the connection is terminated.
- (iii) Your membership information is held by the Membership Secretary and his/her deputy only, via a database/spreadsheet. This may be accessed on request to them by Executive Committee members and Group Leaders on a need to know basis only. (The spreadsheet is not accessible to all)

8. AVAILABILITY AND CHANGES TO THIS POLICY

- (i) This policy is available via our website. You can request a paper copy by applying to the Membership Secretary whose details are at the bottom of our Membership Application form.
- (ii) This policy may change from time to time. If we make any material changes we will make members aware of this via the website, newsletter and the monthly general meetings.

9. CONTACT

If you have any queries about this policy, need it in an alternative format, or have any complaints about our privacy practices, please in the first instance contact an Executive Committee member.