



Spelthorne U3A K2 Data Protection Policy v.1

(Registered Charity No. 1110936)

Scope of the policy

This policy applies to the work of Spelthorne U3A K2. The policy sets out the requirements that Spelthorne U3A K2 has to gather information for membership purposes. The policy details how personal information will be gathered, stored and managed in line with data protection principles and the General Data Protection Regulation. The policy is reviewed on an ongoing basis by Spelthorne U3A K2 Committee Members to ensure that we are compliant. This policy should be read in tandem with Spelthorne U3A K2's Privacy Policy.

Why this policy exists

This data protection policy ensures Spelthorne U3A K2:

- Complies with data protection law and follows good practice
- Protects the rights of members
- Is open about how it stores and processes member's data
- Protects itself from the risks of a data breach

General guidelines for Committee Members and Group Leaders

- The only people able to access data covered by this policy are those who need to communicate with or provide a service to the Spelthorne U3A K2 members.
- Spelthorne U3A K2 will provide induction training to Committee Members and Group Leaders to help them understand their responsibilities when handling data.
- Committee Members and Group Leaders keep all data secure, by taking sensible precautions and following the guidelines below.
- Strong passwords must be used and they should never be shared.
- Data should not be shared outside of Spelthorne U3A K2 unless with prior consent and/or for specific and agreed reasons. Examples would include Gift Aid information provided to HMRC or information provided to the distribution company for the Third Age Trust publications.
- Member information should be refreshed periodically to ensure accuracy, via the membership renewal process or when policy is changed.
- Additional support will be provided by the Third Age Trust where uncertainties or incidents regarding data protection arise.

Data protection principles

The General Data Protection Regulation (GDPR) identifies key data protection principles:

Principle 1 - Personal data shall be processed lawfully, fairly and in a transparent manner

Principle 2 - Personal data must be collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purposes.

Principle 3 - The collection of personal data must be adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;

Principle 4 – Personal data held should be accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay;

Principle 5 – Personal data must be kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures required by the GDPR in order to safeguard the rights and freedoms of individuals;

Principle 6 - Personal data must be processed in accordance a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.

Lawful, fair and transparent data processing

Spelthorne U3A K2 requests personal information from potential members and members for the purpose of sending communications about their involvement with the U3A. The forms used to request personal information contain a privacy statement informing potential members and members as to why the information is being requested and what the information will be used for. The lawful basis for obtaining member information is due to the contractual relationship that Spelthorne U3A K2 has with individual members. In addition, members are asked to provide consent for specific processing purposes. Spelthorne U3A K2 members are informed as to who they need to contact should they wish for their data not to be used for specific purposes for which they have provided consent. Where these requests are received, they will be acted upon promptly and the member will be informed as to when the action has been taken.

Processed for specified, explicit and legitimate purposes

Members are informed as to how their information will be used and the Spelthorne U3A K2 Committee will seek to ensure that member information is not used inappropriately. Appropriate use of information provided by members will include:

- Communicating with members about Spelthorne U3A K2 events and activities
- Group Leaders communicating with group members about specific group activities
- Consent will be sought in order to add members details to the direct mailing information for the Third Age Trust magazines – “Third Age Matters” and “Sources”
- Sending members information about Third Age Trust events and activities
- Communicating with members about their membership and/or renewal of their membership
- Communicating with members about specific issues that may have arisen during the course of their membership

Spelthorne U3A K2 ensures that Group Leaders are made aware of what would be considered appropriate and inappropriate communication. Inappropriate communication would include sending U3A members marketing and/or promotional materials from external service providers.

Spelthorne U3A K2 ensures that members' information is managed in such a way as to not infringe an individual members rights which include:

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object

Adequate, relevant and limited data processing

Members of Spelthorne U3A K2 are only asked to provide information that is relevant for membership purposes. This will include:

- Name
- Postal address
- Email address
- Telephone number
- Gift Aid entitlement

Where additional information may be required such as health related information this will be obtained with the consent of the member who will be informed as to why this information is required and the purpose that it will be used for.

Where Spelthorne U3A K2 organises a trip or activity that requires emergency contact information to be provided, a member's further consent is sought and the information provided is securely deleted after completion of the trip or activity.

Photographs

Photographs are classified as personal data. Where group photographs are being taken members will be asked to step out of shot if they don't wish to be in the photograph. Otherwise consent will be obtained from members in order for photographs to be taken and members will be informed as to where photographs will be displayed. Should a member wish at any time to remove their consent and to have their photograph removed then they should contact Spelthorne U3A K2 Membership Secretary to advise that they no longer wish their photograph to be displayed.

Accuracy of data and keeping data up-to-date

Spelthorne U3A K2 has a responsibility to ensure members' information is kept up to date. Members are asked to let the Membership Secretary know if any of their personal information changes. In addition, on an annual basis, the membership renewal process provides an opportunity for members to inform Spelthorne U3A K2 as to any changes in their personal information..

Accountability and governance

The Spelthorne U3A K2 Committee is responsible for ensuring that the Spelthorne U3A K2 remains compliant with data protection requirements and can evidence that it has. Where consent is required for specific purposes then evidence of this consent (either electronic or paper) will be obtained and retained securely. The Spelthorne U3A K2 Committee ensures that new members joining the Committee receive an induction into the requirements of GDPR and the implications for their role. Spelthorne U3A K2 also ensures that Group Leaders are made aware of their responsibilities in relation to the data they hold and process. Spelthorne U3A K2 Committee Members also stay up to date with guidance and

practice within the U3A movement and seek additional input from the Third Age Trust National Office should any uncertainties arise. The Spelthorne U3A K2 Committee reviews data protection and who has access to information on a regular basis as well as reviewing what data is held. When Spelthorne U3A K2 Committee Members and Group Leaders relinquish their roles, they are asked to either pass on data to those who need it and/or delete data and to confirm that the requested action has been taken.

Secure Processing

Spelthorne U3A K2 Committee Members have a responsibility to ensure that data is both securely held and processed. This includes:

- Committee Members using strong passwords
- Committee Members not sharing passwords
- Restricting access of sharing member information to those on the Committee who need to communicate with members on a regular basis
- Using password protection on laptops and PCs that contain personal information
- Using password protection or secure cloud systems when sharing data between committee members and/or Group Leaders
- If necessary paying for firewall security to be put on to Committee Members' laptops or other devices.

Subject Access Request

Spelthorne U3A K2 members are entitled to request access to the information that is held by Spelthorne U3A K2. The request needs to be received in the form of a written request to the Spelthorne U3A K2 Membership Secretary. On receipt of the request, the request will be formally acknowledged and dealt with expediently. Spelthorne U3A K2 will provide a written response detailing all information held on the member within 30 days unless there are exceptional circumstances as to why the request cannot be granted. A record will be kept of the date of the request and the date of the response.

Data Breach Notification

Were a data breach to occur action will be taken to minimise the harm. This includes ensuring that all Spelthorne U3A K2 Committee Members are made aware that a breach has taken place and how the breach occurred. The Spelthorne U3A K2 Committee will then seek to rectify the cause of the breach as soon as possible to prevent any further breaches. The Spelthorne U3A K2 Chair will contact National Office within 24 hours of the breach occurring to notify of the breach. A discussion will take place between the Chair and National Office as to the seriousness of the breach, action to be taken and, where necessary, the Information Commissioner's Office will be notified. The Spelthorne U3A K2 Committee shall also contact the relevant Spelthorne U3A K2 members to inform them of the data breach and actions taken to resolve the breach.

Where a Spelthorne U3A K2 member feels that there has been a breach by the Spelthorne U3A K2, a Committee Member will ask that member to provide an outline of the breach. If the initial contact is by telephone, the Committee Member will ask the Spelthorne U3A K2 member to follow this up with an email or a letter detailing their concern. The alleged breach will then be investigated by members of the Spelthorne U3A K2 committee who are not in any way implicated in the breach. Where the Spelthorne U3A K2 committee needs support or if the breach is serious they will notify National Office. The Spelthorne U3A K2 member will also be informed that they can report their concerns to National Office if they don't feel satisfied with the response from the Spelthorne U3A K2. Breach matters will be subject to a full investigation, records will be kept and all those involved notified of the outcome.

Policy Review Date 4 May 2018