

# WDU3A Data Protection Policy

## SCOPE OF THE POLICY

This policy applies to the work of Warwick District U3A (hereafter 'WDU3A'). The policy sets out the requirements that WDU3A has to gather personal 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 the WDU3A committee members to ensure that WDU3A is compliant. This policy should be read in tandem with WDU3A's Privacy Policy.

## WHY THIS POLICY EXISTS

This data protection policy ensures that WDU3A:

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

## GENERAL GUIDELINES FOR COMMITTEE MEMBERS AND GROUP CONVENORS

- The only people able to access data covered by this policy should be those who need to communicate with or provide a service to the members of WDU3A
- Data should not be shared informally or outside of WDU3A
- WDU3A will provide induction training to committee members and group convenors to help them understand their responsibilities when handling personal data
- Committee Members and group convenors should keep all data secure, by taking sensible precautions and following the guidelines below
- **Strong passwords must be used and they should only be shared when necessary and only between members of the committee and IT Working Party. See Secure Processing below.**
- Personal data should not be shared outside of WDU3A unless with prior consent and/or for specific and agreed reasons
- Member information should be reviewed and consent refreshed periodically via the membership renewal process or when policy is changed
- WDU3A will request help from National Office if they are unsure about any aspect of data protection

## DATA PROTECTION PRINCIPLES

The General Data Protection Regulation identifies eight data protection principles.

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

Principle 2 - Personal data can only be collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes

Principle 3 - The collection of personal data must be adequate, relevant and limited to what is necessary compared to the purpose(s) data is collected for

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 are erased or rectified without delay

Principle 5 – Personal data which is kept in a form which permits identification of individuals shall not be kept for longer than is necessary

Principle 6 - Personal data must be processed in accordance with the individuals' rights

Principle 7 - Personal data must be processed in 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.

Principle 8 - Personal data cannot be transferred to a country or territory outside the European Union unless that country or territory ensures an adequate level of protection for the rights and freedoms of individuals in relation to the processing of personal data.

**Lawful, fair and transparent data processing**

WDU3A requests personal information from potential members and members for the purpose of sending communications about their involvement with WDU3A. The forms used to request personal information will 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. Members will be asked to provide consent for their data to be held and a record of this consent along with member information will be securely held. WDU3A members will be informed that they can, at any time, remove their consent and will be informed as to who to contact should they wish to do so. Once a WDU3A member requests not to receive certain communications this 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 will be informed as to how their information will be used and the Committee of WDU3A will seek to ensure that member information is not used inappropriately. Appropriate use of information provided by members will include:

- Communicating with members about WDU3A's events and activities
- Group convenors communicating with their group members about specific group activities.
- Adding 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.

WDU3A will ensure that group convenors are made aware of what would be considered appropriate and inappropriate communication. Inappropriate communication would include sending WDU3A members marketing and/or promotional materials from external service providers.

WDU3A will ensure 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 WDU3A will only be 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 specific 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 WDU3A organises a trip that requires next of kin information to be provided, WDU3A will require the member to gain consent from the identified next of kin. The consent will provide permission for the information to be held for the purpose of supporting and safeguarding the member in question. Were this information to be needed as a one off for a particular trip or event then the information will be deleted once that event or trip has taken place unless it was to be required – with agreement – for a longer purpose. The same would apply to carers who may attend either a one-off event or on an ongoing basis to support a WDU3A member with the agreement of WDU3A.

There may be occasional instances where a members' data needs to be shared with a third party due to an accident or incident involving statutory authorities. Where it is in the best interests of the member or WDU3A in these instances where WDU3A has a substantiated concern then consent does not have to be sought from the member.

#### **Accuracy of Data and Keeping Data up to Date**

WDU3A has a responsibility to ensure members' information is kept up to date. Members will be informed to let the membership secretary know if any of their personal information changes. In addition, on an annual basis the membership renewal forms will provide an opportunity for members to resubmit their personal information and reconfirm their consent for WDU3A to communicate with them.

#### **Accountability and Governance**

The WDU3A Committee is responsible for ensuring that WDU3A remains compliant with data protection requirements and can evidence that it has. For this purpose, those from whom data is required will be asked to provide written consent. The evidence of this consent will then be securely held as evidence of compliance. The WDU3A Committee shall ensure that new members joining the Committee receive an induction into how data protection is managed within WDU3A and the reasons for this. Committee Members shall also stay up to date with guidance and practice within the U3A movement and shall seek additional input from the Third Age Trust National Office should any uncertainties arise. The Committee will review data protection and who has access to information on a regular basis as well as reviewing what data is held.

#### **Secure Processing**

The committee members of WDU3A have a responsibility to ensure that data is both securely held and processed. This will include:

- Committee members using strong passwords.
- Committee members not sharing passwords unless necessary and only within the management committee and ITWP members. One file with all passwords to be maintained with access only to ITWP members, for use in an emergency.
- 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 or access personal information.
- Using password protection or secure cloud systems when sharing data between committee members and/or group convenors.
- Paying for firewall security to be put onto Committee Members' laptops or other devices.

WDU3A has contracted for services from with the following 3rd party data processors:

- Emmerson Press (for printing and distribution of Info magazine)
- Tailored Travel (for holiday/trip arrangements)

The committee has scrutinised the Terms and Conditions of each supplier and judge that they are GDPR compliant.

#### **Subject Access Request**

WDU3A members are entitled to request access to the information that is held by WDU3A. The request needs to be received in the form of a written request to the Membership Secretary of WDU3A. On receipt of the request, the request will be formally acknowledged and dealt with within 14 days unless there are exceptional circumstances as to why the request cannot be granted. WDU3A will provide a written response detailing all information held on the member. A record shall be kept of the date of the request and the date of the response.

**Data Breach Notification**

Were a data breach to occur action shall be taken to minimise the harm by ensuring all committee members are aware that a breach had taken place and how the breach had occurred. The committee shall then seek to rectify the cause of the breach as soon as possible to prevent any further breaches. The Chair of WDU3A shall contact National Office within 24 hours of the breach occurring to notify of the breach. A discussion would 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 would be notified. The committee shall also contact the relevant WDU3A members to inform them of the data breach and actions taken to resolve the breach.

If a WDU3A member contacts WDU3A to say that they feel that there has been a breach by WDU3A, a committee member will ask the member to provide an outline of their concerns. If the initial contact is by telephone, the committee member will ask the WDU3A member to follow this up with an email or a letter detailing their concern. The concern will then be investigated by members of the committee who are not in any way implicated in the breach. Where the committee needs support or if the breach is serious they should notify National Office. The WDU3A member should also be informed that they can report their concerns to National Office if they don't feel satisfied with the response from WDU3A. Breach matters will be subject to a full investigation, records will be kept and all those involved notified of the outcome.

**AVAILABILITY AND CHANGES TO THIS POLICY**

This policy is available from the WDU3A website [www.u3asites.org.uk/warwickdistrict](http://www.u3asites.org.uk/warwickdistrict) under **Data Protection on the Information page**. This policy may change from time to time. If we make any material changes we will make members aware of this via the Info magazine and the monthly members' meetings.

Policy review date: 14 Jan 2020 (committee meeting prior to AGM)

**Change log:**

190108: MC meeting approved changes to General Guidelines and Secure Processing sections to permit sharing of passwords when necessary within MC and ITWP to ensure that access to resources is not lost in the event of the incapacity of any one person.