

West Leicestershire u3a Privacy Policy

1 SCOPE OF THE POLICY

West Leicestershire 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. In all cases, reference to Group Contacts includes their nominated deputies.

2 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:

- Full name and title and the name you wish to be known as.
- Home address.
- Email address.
- Telephone numbers and preferred contact numbers.
- Contact preferences.
- Your subscription preferences.
- Gift Aid entitlement and authority.
- For certain activities, such as trips/visits (especially where they involve an overnight stay) we may ask for an Emergency Contact number.

3 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 and renewal 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 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.

4 HOW DO WE USE YOUR PERSONAL INFORMATION?

We use your personal information:

- To provide our U3A activities and services to you.
- To provide relevant non-U3A activities and services (e.g. University meetings and/or research).
- 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.

- For delivery of the Trust publications, Third Age Matters and Sources.

We'll send you messages by email, other digital methods, telephone and post to advise you of U3A activities.

5 WHO DO WE SHARE YOUR PERSONAL INFORMATION WITH?

We may disclose information about you, including your personal information:

- Internally - to committee members and group contacts – as required to facilitate your participation in our U3A activities.
- Externally – for products or services such as direct mailing for the Trust magazines – Third Age Matters. The magazine is distributed by a third-party processor and your information is shared with the distribution company via a secure online portal. Should you not wish to receive the magazine please contact the Membership Secretary.
- If we have a statutory duty to disclose it for legal and 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 the U3As best interests to disclose information.

6 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 the duration of your membership and 12 months after this has ceased. The exceptions to this are instances where there may be financial, legal or insurance circumstances (such as Gift Aid) that require information to be held longer and/or whilst the issues are investigated or resolved. With the exception of Gift Aid, members will be informed as to how long the information will be held for and when it is deleted.

7 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 U3A as to any changes to their personal information. You can do this by contacting the Membership Secretary by: Email: membership@wlu3a.org.uk

On an annual basis you will have the opportunity to update your information, as required, via the membership renewal process. 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 other individuals or for legal, investigative or security reasons. Otherwise, we will usually respond within one month of the request being made.

8 HOW DO WE STORE YOUR PERSONAL INFORMATION?

The 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 contacts as appropriate.

9 AVAILABILITY AND CHANGES TO THIS POLICY

This policy is available in a folder next to the Notice Boards at every monthly meeting, and on our website. This policy may change from time to time. Members will be informed via the newsletter and the monthly meetings where any material changes are made to the U3As policies and procedures.

10 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 via email to chairman@wlu3a.org.uk

11 POLICY REVIEWS

This policy was adopted by the wlu3a Committee on 2nd June 2021. The next policy review will be 2 years from the date of adoption.