

Torrige U3A Privacy Policy

Torrige 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 U3A you will be asked to provide certain information. This includes:

- Name.
- Home address.
- Email address.
- Telephone number.
- Subscription preferences.
- Permission for collection of gift aid. (Optional)
- Photographs. (Optional)
- Emergency. (Optional)

How do we collect this personal information?

All information is obtained directly from you. The information will be collected via membership forms or online contact forms. The information is collected on a contract basis.

How do we use your personal information?

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.

We will send you messages by e mail, other digital methods, telephone and post to advise you of U3A activities.

Who do we share your personal information with?

- Internally - to committee members and group convenors, as required to facilitate your participation in our U3A activities.
- Externally – where we use an external membership management system (*Beacon*) and with your consent for products such as direct mailing for the Trust magazines (*Third Age Matters*). Where such systems are used, the committee has scrutinized 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 other legal and regulatory reasons.

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 not be stored for longer than 12 months. 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 member/s will be informed as to

how long the information will be held for and it is deleted. Gift aid date is required to be kept for 6 years.

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 at any time by e mail, post or telephone.

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 above. There may be certain circumstances where we are not able to comply with this request. This would include where information may contain references to other individuals or for legal, investigative or security reasons. Otherwise we will usually respond with 14 days of the request being received.

How do we store your personal information?

We have in place a range of security safeguards to protect your personal information against loss or theft, as well as unauthorized access, disclosure, copying, use or modification. Security measures include encryption and strong passwords.

Your membership information is held on an external management system and accessed by committee members and group convenors – as appropriate. Group convenors may hold a paper copy of their own group members' personal data but they are not allowed to share this information with anybody else.

Availability and changes to this policy.

This policy is available on the Torridge U3A website. The policy may change from time to time. If we make any material changes we will make members aware of this via the newsletter.

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 the Torridge U3A secretary:
E mail carolynkellygb@gmail.com
Telephone 01237 479588