



## The Milford and District U3A Privacy Policy

The Milford and District U3A (“The U3A”) treats your privacy rights seriously. This privacy policy describes the principles that are to be followed by The U3A, and how we will deal with your “personal information”, that is, information that could identify, or is related to the identity of, an individual.

### Six Principles

- 1- We will be transparent, fair and lawful in the processing of personal data. We must tell people what we are doing with their information and why. If we intend to send people information about an event, we must have their consent, and tell them we will do this first.
- 2- We will only process peoples’ personal data for a specific purpose or purposes.
- 3- We will minimise the information we collect to what is adequate and relevant. We will only collect the necessary data that is required for the purpose we collect it.
- 4- We will ensure that information we keep is accurate and up to date. If a member tells us they have moved or have new contact details, we will update our records so they can be advised of the latest U3A events.
- 5- We will only retain information for as long as it needed for the specific purpose it was collected.
- 6- We will ensure that we treat information we hold securely.

### Personal Information we collect

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

- your name.
- home address.
- email address.
- telephone number.
- method of subscription payment.
- whether you have signed up to Gift Aid.

### Method of personal information collection

All the information collected is obtained directly from the member. This is usually at the point of your initial 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.

### Use of Personal Information

- The information provided by the members is used to provide The U3A activities and services to you.
- For administration, planning and management of The U3A.
- To monitor, develop and improve the provision of The U3A activities.
- To communicate with you about your group activities.

The postal address is used to register both as a member of The U3A, and as part of The Third Age Trust. The postal address is also used to send out documentation such as the yearly activity Programme and annual subscription forms.

Group Leaders and Committee members are asked to provide contact telephone numbers or email addresses, so that they can be contacted about the activities they are responsible for during the year. The contact details will appear in the yearly Programme and where appropriate on the web site. For this policy document a Group Leader refers to any Group leader, facilitator, co-ordinator or their assistants as listed in the yearly Programme.

Members who are not on any committee or run a Group, are asked to provide at least an email address or telephone number, so they can be advised in a timely manner of any changes to the groups they belong to, and be advised of general U3A matters.

### **The information is accessed by the following groups of people**

Internally – By authorised Committee Members and Group Leaders – as required to facilitate your participation in our U3A activities;

Externally – with your consent for the direct mailing for the Trust magazines – Third Age Trust and Sources;

Where we need to share your information outside of the U3A, as part of a statutory duty for legal and regulatory reasons, we will seek your consent and inform you as to who the information will be shared with and for what purpose.

### **Information is kept for the minimum time**

The personal information is retained so that we can provide our services to you whilst you are a member. In most instances information will be held from the start of membership year until the end of that year, plus a grace period allowed for people to have renewed. If people have not renewed, or members resign their membership, then their data will be deleted. The exceptions to this are instances where there may be legal, insurance or statutory requirements that require information to be held for longer whilst the issues are investigated or resolved. Where this is the case the member/s will be informed as to how long the information will be held for, and when it is deleted.

Where the member has signed up for Gift Aid, the required data will be held for 7 years in line with HMRC requirements.

### **Changes to personal Information**

To ensure the information we hold is accurate and up to date, member's need to inform the U3A as to any changes to their personal information. You can do this by contacting the membership secretary on [membership@milford-u3a.org.uk](mailto:membership@milford-u3a.org.uk) or the telephone number published in the Programme and shown on the web site.

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 14 days of the request being made.

### **Storage of Information**

Information about you is initially obtained from on line or paper renewal forms. This information is then loaded into a database, which is held on a remote secure server. When you register to join a group the co-ordinator of that group will take your name and membership number and then advise the committee of the group membership. The names of the individuals will then be used to create a contact address book for each group, so that information can be targeted to the appropriate individuals during the course of the year. Once the data has been loaded onto the secure server and tested, intermediate data storage, be that in computer or written form,

will be deleted. Where appropriate during the year details will be kept in paper form in a secure environment to facilitate the day-to-day business of the group.

Access to the system is through a password system, with access to pre-designated areas depending on the role of the committee member or group leader. There are 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 register and login into our online services.

### **Policy access**

This policy is available on The U3A web site, <https://www.milford-u3a.org.uk/>. This policy may change from time to time. If any material changes are made, members will be made aware by the quarterly newsletter, and an announcement on the web site.

### **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 Secretary using the details given on the Programme or on the web site.

*Policy review Date July 2019*