



## PRIVACY POLICY

Congleton & District 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.

### 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:

- Title
- Name
- Postal address
- E-mail address
- Telephone number
- Emergency contact
- Membership type, including membership of other U3A, if relevant
- Gift Aid agreement
- Disability information
- Membership of National Trust, English Heritage and CADW

### 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 registration. The information will be collected via membership forms, online contact forms or during Registration Day. The basis for collecting and storing member contact details is part of the membership application agreement that the member has 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.

You can give us your personal data by filling in forms on our website or by completing a paper application form. We will always ask for your consent to collect and use the data supplied. This may be in the form of an agreement when joining or renewing your membership.

### 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 activities

We will send you messages by e-mail, other digital methods, telephone and post to advise you of U3A activities, dependent on your preference. As part of your registration process with the U3A, you will be asked to opt-in to communications by one or more of the following methods :

#### Post

During the registration process, you will be allocated a route number according to your postcode information. This is used for the administration and delivery of our U3A magazine *Spotlight* and other significant documents requiring hand and postal delivery to all members. Post is the minimum communication requirement for membership of the U3A.

#### E-Mail

This is the main communication mechanism for the U3A. If you provide an e-mail address as part of your membership details, this address will receive communications from your Group Leader(s), a weekly bulletin

on U3A activities, key system and policy updates, a summary of Committee meetings, AGM and Registration Day materials and Annual Renewal information. You may withdraw your permission to receive e-mails at any time by changing your contact method on the website or by contacting the Membership Secretary.

If you have someone else receiving e-mails on your behalf (an e-mail buddy), you must ensure that you have permission for that e-mail address to be recorded against your details in the database and to receive e-mails addressed to you. The e-mail buddy can withdraw their permission at any time by contacting the Membership Secretary. E-mail : [membersec@congletonu3a.org.uk](mailto:membersec@congletonu3a.org.uk)

### Telephone

If a telephone number is provided, this may be used by Membership Secretary and other authorised members including Group Leaders to carry out their designated activities. You may withdraw your permission to use your telephone number at any time by changing your contact method and removing your number within your membership details, or by contacting the Membership Secretary.

E-mail : [membersec@congletonu3a.org.uk](mailto:membersec@congletonu3a.org.uk)

Emergency contact details may need to be provided for certain group activities. Permission must be obtained from the named emergency contact.

## Who Do We Share Your Personal Information With ?

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

- Internally - to Committee Members, Group Leaders, authorised data administration staff and the lead for *Spotlight* deliveries – as required to facilitate your participation in our U3A activities.
- Externally – with your consent for products and services such as direct mailing from the Third Age Trust for their magazines (*Third Age Matters* and *Sources*) for Committee Members and Group Leaders.
- If we have a statutory duty to disclose it for other legal and regulatory reasons : for example, Gift Aid.

Where we need to share your information outside of the U3A we will seek your permission and inform you as to whom the information will be shared with, and for what purpose.

Officers or Members of the U3A authorised to receive personal information from the database to carry out their assigned duties must take reasonable precautions to keep this information secure and confidential. Members must take care that the information is not disclosed, intentionally or otherwise, and must ensure that any information received or gathered is destroyed once the purpose for which it was provided is fulfilled.

## E-Mail Use

The U3A website and administrative systems incorporate the facility to generate and transmit e-mail messages between the Committee and the Membership, between Group Leaders and Members of their Groups, and between individual Members.

The Data Administrator and other authorised Members of the administration team monitor and oversee the operation of the e-mail system to ensure the system is protected from the ingress of spurious messages (spam) or other abuse, that the total volume of messages remains within the allowed limits, and that any messages which fail to be transmitted, for any reason, are re-sent to the appropriate recipient.

Note that e-mail messages are not private but are open to being read at any point during transmission, including as part of the email monitoring process. As such, message content will be handled in accordance with this policy and the Data Protection policy by all parties, as other personal data provided to the U3A. Members are advised that they must not use the e-mail system to send any form of confidential information, such as banking details, nor make personal comment about individuals that may constitute any form of abuse or bullying. No personal information must be sent over e-mail unless it is appropriately encrypted, and password protected.

## 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 deleted from the membership database no longer than two months after the end of the academic year if your membership lapses or you resign. Deceased members details will be removed from the database when the Membership Secretary has been informed. Note that system back-ups are taken daily to maintain system integrity and disaster recovery. 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 the member/s will be informed as to how long the information will be held for and when it is deleted.

On an annual basis, specific data will be extracted from the membership database for the purposes of Gift Aid retention. In accordance with HMRC requirements, all details are held securely for six years and deleted after the six years has lapsed. Access to the Gift Aid details is only available to the Membership Secretary, Treasurer and Data Administrator. Any paper forms giving Gift Aid consent will also be stored securely for six years and then destroyed.

## **How Your Information Can Be Updated or Corrected**

To ensure the information we hold is accurate and up to date, members need to either log into their personal account on the U3A website, where changes to personal details or preferences can be made by selecting 'My Information'/'Check My Details', or inform the U3A as to any changes required to their personal information. You can do this by contacting the Membership Secretary at any time, who will make the changes on your behalf. E-mail : [membersec@congletonu3a.org.uk](mailto:membersec@congletonu3a.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. We will usually respond within 14 days of the request being made.

## **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 unauthorised access, disclosure, copying, use, or modification.

Your membership information is held on an external membership management system called U3AWeb, which is utilised by a number of U3A organisations. The external servers undergo a very regular, secure, back-up routine. We have received assurance from the provider of U3AWeb, 'AllAboutGoingOut', that their computers, housing your data, comply with all the security measures required by GDPR. A back-up process is also carried out by the Data Administrator on our own U3A data on a daily basis with all data stored securely.

## **Photography**

Photographs are classified as personal data. Where group photographs are being taken, members will be asked to step out of shot if they do not 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. See the [Guidelines Regarding Taking of and Publishing Photographs of Members](#).

## **Links**

All external links from the U3A website are provided for information and convenience only. The U3A cannot accept responsibility for the sites linked to, the information found there, nor the privacy policy of those websites. A link does not imply an endorsement of a site; likewise, not linking to a particular site does not imply a lack of endorsement.

## **Availability and Changes to This Policy**

This policy is available on the U3A [website](#). This policy may change from time to time. If we make any material changes we will make members aware of this via the weekly bulletin.

## **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:

E-mail : [techservices@congletonu3a.org.uk](mailto:techservices@congletonu3a.org.uk)

Effective date: 14 May 2018  
Policy review date: May 2019