

DATA 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.

1 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
- Email address
- Telephone number
- Emergency contact
- Membership type, including membership of another U3A, if relevant
- Gift Aid entitlement
- Disability information
- Membership of National Trust, English Heritage and CADW

2 How do we collect this personal information ?

All the information collected is obtained directly from you. This is usually at the time of your initial registration. The information will be collected via membership forms or online contact forms via the U3A website. The basis for collecting and storing member contact details is part of the membership application agreement that you 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.

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.

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

Post : post is the minimum communication requirement for membership of U3A

Email : this is the main communication mechanism for the U3A. If you provide an email 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, annual renewal information and any other significant information. You may withdraw your permission to receive emails at any time by changing your contact method on the website or by contacting the Membership Secretary. Email: membersec@congletonu3a.org.uk

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

Telephone : if a telephone number is provided, this may be used by the Membership Secretary and other authorised members, including group leaders, to carry out their designated activities. You may withdraw permission to use your telephone number at any time by changing your contact method and removing your number against your membership details, or by contacting the Membership Secretary. Email: 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.

4 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 – 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 of their magazine (Third Age Matters) for committee members, group leaders and other members who receive this publication.
- 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 the U3A we will seek your permission and tell you who the information will be shared with and for what purpose.

Officers 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.

5 Email Use

The U3A website and administrative systems incorporate the facility to generate and transmit email 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 email system to ensure it 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.

Email messages are not private but may be 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. You must not use the email 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 may be sent over email unless it is appropriately encrypted, and password protected.

6 How long do we keep your personal information ?

We need to keep your information so that we can provide our services to you. Usually, information about your membership will be deleted from the database by the end of the academic year if you resign, and no longer than two months after your membership is suspended, unless there are exceptional circumstances, which affected members will be made aware of. 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. There may be exceptions where legal or insurance circumstances require information to be held for longer. Where this is the case, you will be told 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, specific details are held securely for six years and then deleted. These retained details are not visible from the normal membership screens. Only the Membership Secretary, Treasurer and data administrator have access to them. Any paper forms giving Gift Aid consent will also be stored securely for six years and then destroyed.

7 How your information can be updated or corrected

To ensure the information we hold is accurate and up-to-date, you can either login to your personal account on the U3A website, where changes to personal details or preferences can be made by selecting 'My Information'/'Check My Details', or contact the Membership Secretary at any time, who will make the changes on your behalf : membersec@congletonu3a.org.uk

You will have the opportunity to update your information every year through the membership renewal process. Should you wish to view the information that we hold on you, contact the Membership Secretary – as detailed above. We will usually respond within 14 days of the request being made.

8 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 details are held on an external membership management system called U3AWeb, which is used by a number of U3A branches. The external servers undergo a very regular, secure, back-up routine. We have received assurance from the provider of U3AWeb, 'AllAboutGoingOut', that its 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.

9 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 your consent will be requested for photographs to be taken and you will be told where photographs will be displayed. See the [guidelines regarding taking of and publishing photographs of members](#).

10 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.

11 Availability and changes to this policy

This policy is available on the U3A website and may change from time to time. If we make any material changes we will inform you through the weekly Bulletin or the Committee Update.

12 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 : techservices@congletonu3a.org.uk

Effective date: 6 July 2020

Policy review date: March 2023