

# North Norfolk U3A Privacy Policy

North Norfolk 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:

- Name.
- Home address.
- Email address.
- Telephone number.
- Subscription preferences.
- Gift Aid consent

## 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 or renewal of membership. The information will be collected via membership forms or online contact forms. At the point that you provide your personal information for membership purposes, we will also request that you provide consent for us to store and use your data. Your consent is required in order to ensure our compliance with data protection legislation.

When you join an interest Group, the Group Contact may collect your contact details – email, telephone, postal address – for the purposes of that Group. You will be asked to consent to your information being used for communications on Group matters and if you are agreeable to your information being shared with other members of that Group.

## 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, text, other digital methods, telephone and post to advise you of U3A activities.

## **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 the purposes of access to our website and with your consent for products or services such as direct mailing for the Trust magazines (Third Age Matters and Sources). Where such systems are used, the committee has scrutinised 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.

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

## **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 6 months after you leave us. The exceptions to this are instances where there may be legal or insurance circumstances that require information to be held for longer whilst a matter 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.

## **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: Email: [membership@northnorfolku3a.org.uk](mailto:membership@northnorfolku3a.org.uk) Telephone: 01263 826083

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 another individual or for legal, investigative or security reasons. Otherwise 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. Security measures include technological measures such as Secure Socket Layer (SSL) encryption of our website, which creates a secure connection with your browser when you register and login into our online services.

Your membership information is held on a spreadsheet and accessed by the Membership Secretary, the Chair and Vice-Chair, the New Members Lead, the Joint Group Coordinators and the Website Administrator if they need to obtain your information for the business of the U3A.

Your contact information held by Group Contacts of Groups you belong to may be held in paper form or in digital form and accessed by the Group Contact.

#### **AVAILABILITY AND CHANGES TO THIS POLICY**

This policy is available on our website or from the Membership Secretary. This 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 us:

Email: [membership@northnorfolku3a.org.uk](mailto:membership@northnorfolku3a.org.uk) Telephone: 01263 826083

Approved - NNU3A Committee 1 Jun 2020

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