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## **UH 010 Privacy Policy**

Up Holland & 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 Up Holland & District u3a you will be asked for the following information:

- Name
- Home address
- Email address
- Telephone number(s)
- Subscription preferences
- Emergency contacts

### **HOW DO WE COLLECT THIS 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 or online contact forms. The lawful basis for collecting & storing your information is the contractual relationship that you, as a member, have with the u3a. In order to inform you about groups, activities and events that you can access as a member, we need to process a certain amount of personal data.

### **HOW DO WE USE YOUR INFORMATION?**

We use your information:

- to provide our u3a activities and services to you,
- to communicate with you about your group activities,
- to monitor, develop and improve the provision of our u3a activities and,
- for administration, planning and management of our u3a.

We may send you messages by email, other digital methods, telephone or post to advise you of u3a activities.

### **WHO DO WE SHARE YOUR PERSONAL INFORMATION WITH?**

We may disclose information about you, including the personal information that you have provided.

- Internally - to committee members and group leaders– as required to facilitate your participation in our u3a activities.
- Externally – with your consent, for products and services such as direct mailing of the Trust magazines – u3a Matters
- If we have a statutory duty to disclose it for other legal and regulatory reasons e.g. Gift Aid.

Where we need to share your information outside of the u3a we will seek your consent and inform you 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 your membership application/renewal form will not be stored for longer than 12 months after your membership has lapsed. 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 member/s will be told how long the information will be held and when it is deleted. Your personal information will also be held securely on our computerised management system. If you have Gift Aided, your information needs to be retained for seven years after your membership has ceased.

### **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 of any changes to their personal information. You can do this by contacting the membership secretary by email or phone.

Email: [membership@uphollandu3a.org](mailto:membership@uphollandu3a.org)

Telephone: (the current telephone numbers are available in the Year Book)

Should you wish to view the information that the u3a holds about 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.

### **HOW DO WE STORE YOUR 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 a spreadsheet & the Beacon membership management system and accessed by committee members and group leaders, as appropriate.

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

This policy is available on the website, or from any member of the management committee. This policy may change from time to time. If any material changes are made, we will make members aware of this via the newsletter and the monthly members' meetings.

### **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 Chair.

Email: [chair@uphollandu3a.org](mailto:chair@uphollandu3a.org)

Telephone: (the current telephone number is available in the year book)

Policy Review date: April 2028