

# South Lakes U3A Privacy Policy

South Lakes U3A (hereafter 'SLU3A') 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 SLU3A you will be asked to provide certain information. This includes:

- Name
- Home address
- Email address
- Telephone number
- Gift Aid status and acceptance

## 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. The lawful basis for collecting and storing your information is the contractual relationship that you, as a member, have with SLU3A. In order to inform you about the special interest groups, activities and events that you can access as a member we need to store and process a certain amount of personal data.

## HOW DO WE USE YOUR PERSONAL INFORMATION?

We use your personal information:

- To inform you of SLU3A activities and services.
- For administration, planning and management of SLU3A.
- To communicate with you about your special interest group activities.
- To monitor, develop and improve the provision of our activities.
- To allow delivery of U3A publications.

You may receive information by email, other digital methods, telephone and post to advise you of SLU3A activities.

## WITH WHOM DO WE SHARE YOUR PERSONAL INFORMATION?

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

- Internally - to committee members and special interest group coordinators - when required to facilitate your participation in activities.
- Externally - with your consent
  - With a distribution company via a secure online portal to allow direct mailing of the Third Age Trust magazines (Third Age Matters and Sources)
  - With a commercial printing company to generate labels to assist in the delivery of the SLU3A newsletter and the distribution of membership cards
  - With HMRC if you consent to offer us Gift Aid
  - With any organisation should we have a statutory duty to disclose it for legal or regulatory reasons.

Where we need to share your information with other parties outside SLU3A we will seek your consent and inform you with whom the information will be shared and for what purpose.

## HOW LONG DO WE KEEP YOUR PERSONAL INFORMATION?

We need to keep your information so that we can provide facilities to you. In most instances information about your membership will not be stored for longer than 5 years after you cease to be a member. The exceptions to this are instances where there may be legal or insurance circumstances that require information to be held for longer whilst issues are investigated or resolved. Where this is the case then the members concerned will be informed if possible about the length of time information will be held 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 SLU3A of any changes in their personal information. You can do this by contacting the membership secretary.

Email: [membershipslu3a@gmail.com](mailto:membershipslu3a@gmail.com), at the telephone number that will be regularly published in the SLU3A newsletter or through the contact form available on the [SLU3A website](#).

You will have the opportunity to update your information using the membership renewal process. Should you wish to view the information that SLU3A 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, for example 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 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 currently held on the U3A's Beacon membership database (<https://www.u3a.org.uk/beacon>). Certain extracted and historical information is held securely in Excel spreadsheets, which are backed up to an encrypted cloud service. It is accessed by committee members when appropriate and some shared with special interest group coordinators when necessary.

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

This policy is available on the SLU3A web site ([Privacy Policy](#)). This policy may change from time to time. If we make any material changes we will make members aware of this via the newsletter, our web site 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 us:

Email: [sec.slu3a@gmail.com](mailto:sec.slu3a@gmail.com)

Telephone: the Hon, Secretary at the number regularly published in the SLU3A newsletter or through the contact form available on the [SLU3A website](#).

Policy review date: No later than May 2022