

# Tonbridge U3A Privacy Policy

## Introduction

Tonbridge 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. In this document we will usually refer to an **Interest Group** as a **Group (pl. Groups)**.

## What personal information do we collect?

On joining you will be asked to provide basic information. This will be added to our membership database and may include:

- Your name
- Home address
- Email address
- Next of kin or other close contact
- Telephone number(s)
- Your subscription preferences
- Gift Aid entitlement

Teams such as the Travel, Theatre and Events Teams and Groups will also collect some basic and possibly some additional information about you when you participate in any of their activities. Each of these Teams or Groups will independently hold and manage the data they hold about you. The additional information requested will be relevant to the event or activity, such as hotel room preferences and special dietary requirements. This information is likely to be relevant for subsequent events and so will be retained by the specific Team or Group unless you request its removal.

## How do we collect this personal information?

All the membership information collected is obtained directly from you. Basic information is collected at the point of your initial registration via the membership application form. The lawful basis for collecting and storing your information is due to the contractual relationship that you, as a member, have with Tonbridge 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.

Basic information and possibly some additional relevant information for activities and events with teams such as the Travel, Theatre and Event Teams is usually collected by the associated team the first time you apply to attend or become involved in one of their events or activities.

Some basic information about you will also be collected from you by each Group Organiser at the time you join their specific group. Extra information about you will normally be collected by them from you when necessary for a specific activity or event.

## 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 and other activities and events
- To monitor, develop and improve the provision of our U3A activities and events
- To assist in our duty of care to you

We'll send you messages by post, email or by telephone to advise you of U3A news and 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 Organisers and teams such as the Travel, Theatre and Events Teams – as required to facilitate your participation in our U3A activities
- Externally – with your consent, for products or services such as direct mailing of the U3A Trust magazines – Third Age Trust and Sources
- Externally, when relevant, to outside service providers involved in an event activity, e.g. to coach companies or hotels
- 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 consent and inform you as to whom the information will be shared with and for what purpose.

## How long do we keep your personal information?

In most instances information about your membership will be stored for the duration of your membership and afterwards until we are sure no further fees have been paid in respect of your membership subscription Standing Order or other form of payment. The exceptions to this are instances where there may be legal or insurance circumstances that require information to be held for longer whilst the issues are investigated or resolved. Where this is the case the member(s) will be informed as to how long the information will be held for and when it is deleted. An example of a legal requirement is retention of your Gift Aid Form. You may request to see or the removal of any personal information at any time, although please remember this may affect our ability to let you continue as a member.

## How your information can be updated, or removed

To ensure the information we hold is accurate and up to date, it is an obligation of every member to inform the U3A of any changes to their personal information. You must do this by contacting the Membership Secretary team, as well as the Travel, Theatre and Events teams as well as organisers of Groups you belong to. This is particularly important if you resign. To update your information or to view information held on you:

- For basic Membership information - contact the Membership Secretary team
- For information held on you relating to the Travel, Theatre or Event teams contact the team organiser or other representative
- For Groups, contact the Group Organiser of the relevant group

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. Please ensure a relative knows of your Tonbridge U3A membership so they can cancel it on your behalf if you are unable to, otherwise your Standing Order for annual membership will continue to be paid to us – we are not legally allowed to stop them. We require you to inform your next of kin or other “close contact” about your membership so that we can contact them if we become unable to contact you.

## 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 information is held on a need to know basis by defined committee members and their defined assistants. We will take adequate steps to ensure they cannot be accessed without logging in, and are protected by malware detection software. All data will be protected by encryption when it is digitally transferred or stored temporarily on a memory device.

Teams such as the Travel, Theatre and Event teams and Groups will keep their own data independently of the Membership database and will therefore not pass it to anyone else except possibly the Membership Secretary team. They will follow our Tonbridge U3A rules regarding security of personal data.

## Availability and changes to this policy

This policy may change from time to time, particularly as we progress with the introduction of GDPR. If we make any material changes we will make members aware of this via the Monthly Diary and the website. The most up to date version of this document will be available on the TU3A website:

**[www.tonbridgeu3a.com/how-to-join](http://www.tonbridgeu3a.com/how-to-join)**

It will also be available upon request to the Membership Secretary.

## 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 GDPR Coordinator at [gdpr.u3aton@gmail.com](mailto:gdpr.u3aton@gmail.com) or phone/post as listed in the latest Monthly Member Diary or the website.

Membership Secretary email: [membership.u3aton@gmail.com](mailto:membership.u3aton@gmail.com) . For other contacts information visit the website [www.tonbridgeu3a.com](http://www.tonbridgeu3a.com) or use the diary or handbook.