



DEREHAM - PRIVACY POLICY

Dereham U3A treats members' privacy rights seriously. This privacy policy sets out how we will deal with 'personal information', that is, information that could identify, or is related to the identity of, an individual.

What personal information do we collect?

When an interest is expressed in becoming a member of Dereham U3A we will collect certain information. This includes;

- Name
- home address
- email address
- Telephone number

How do we collect this personal information?

All the information collected is obtained directly from the member. This is usually at the point of initial registration. The information will be collected via membership forms or online contact forms. The lawful basis for collecting and storing information is due to the contractual relationship that a member has with the U3A. In order to inform members about the groups, activities and events that can be accessed as a member we need to store and process a certain amount of personal data.

How do we use personal information? We use personal information:

- To provide our U3A activities and services.
- For administration, planning and management of our U3A.
- To communicate with members about group activities.
- To monitor, develop and improve the provision of our U3A activity.

We may send messages by email, post, other digital methods and telephone to advise our members of U3A activities. A member can opt out of this at any time. Convenors and committee members alike are to be reminded of the need to "blind copy" emails where appropriate.

Who do we share personal information with?

We may disclose members' information, including personal information:

- Internally - to committee members and group conveners - as required to facilitate participation in our U3A activities.
- Externally - with the member's consent for products or services such as direct mailing for the Trust magazines - Third Age Trust and Sources.
- If we have a statutory duty to disclose it for other legal and regulatory reasons.

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

How long do we keep personal information?

We need to keep current members' information so that we can provide our services. In most instances information about our members will not be stored for longer than 12 months should a member not renew. 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 member/s will be informed as to how long the information will be held for and when it is deleted.

How 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. This can be done by contacting the membership secretary via the link on the website, or at a monthly meeting. On an annual basis, members will have the opportunity to update their information, as required, via the membership renewal process. Should they wish to view the information that the U3A holds, they 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.

Storage of personal information:

We have in place a range of security safeguards to protect 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, which creates a secure connection with a browser when you register and login into our online services. Membership information is held on a spreadsheet and accessed by Committee Members and Group Conveners - as appropriate.

Changes to this 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 and the monthly members' meeting.

This policy was adopted on: 22nd August 2024