

Paddock Wood
u3a learn,
laugh,
live

Privacy Policy

1. WHAT PERSONAL INFORMATION DO WE COLLECT?

Paddock Wood U3A (hereafter 'The U3A') treats your privacy rights seriously. This privacy policy sets out how we shall deal with your 'personal information', that is, information that could identify, or is related to the identity of, an individual.

2. 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.

3. 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 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.

4. 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 shall send you messages by email, other digital methods, telephone and post to advise you of U3A activities.

5. WHO DO WE SHARE YOUR PERSONAL INFORMATION WITH?

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

- Internally – to U3A committee members and group convenors – as required to facilitate your participation in our U3A activities.
- Externally – where we use an external membership management system 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 always seek your permission and inform you as to who the information will be shared with and for what purpose.

6. HOW LONG DO WE KEEP YOUR PERSONAL INFORMATION?

We need to keep your information so that we can provide our services to you. If, at any time, you cease to be a member of Paddock Wood U3A, your personal information will be retained in accordance with the General Data Protection Regulation (GDPR) guidelines for as long as The U3A requires it for ongoing management purposes but, in all cases, not exceeding a maximum of seven years.

If, upon leaving The U3A, a request is received from or on behalf of a former member for their personal information to be removed, The U3A will act upon this request within 14 days and remove all relevant personal information from its central online membership management system.

7. 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 about any changes to their personal information. You can do this by contacting the Membership Secretary at any time:

Email: pwu3a.membership@outlook.com

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 other individuals or for legal, investigative or security reasons. Otherwise, we will usually respond within 14 days of the request being made.

8. HOW DO WE STORE YOUR PERSONAL INFORMATION?

All Paddock Wood U3A membership data is maintained securely behind firewalls in an online database management system known as Beacon and backed up daily on a central server whenever any changes are made to the data.

9. AVAILABILITY AND CHANGES TO THIS POLICY

This policy is available on our website and may change from time to time. If we make any material changes, we shall make members aware of this via The U3A Newsletter and the monthly members' meetings.

10. 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 our Membership Secretary.

Email: pwu3a.membership@outlook.com

Policy Review Date: 1st June 2023