

Chiltern U3A Privacy Policy

Chiltern U3A treats your privacy rights seriously. This privacy policy sets out how Chiltern U3A 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 Chiltern U3A, you will be asked to provide certain information. This includes:

- your name
- home address
- email address
- telephone number
- your subscription preferences
- your year of birth
- whether you are already a member of another U3A

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. The lawful basis for collecting and storing your information is the legitimate interest that Chiltern U3A has in communicating with you as a member.

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 reclaim Gift Aid if appropriate
- To communicate with you about your group activities
- To monitor, develop and improve the provision of our U3A activity
- For delivery of the Chiltern U3A newsletter and Third Age Trust publication – Third Age Matters (if requested).

We may send you messages by email, post, other digital methods and, if necessary, telephone to advise you of U3A activities.

With whom do we share your personal information?

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

- Internally - to committee members and group conveners – as required to facilitate your participation in our U3A activities.
- Externally – for products or services such as direct mailing for the Chiltern U3A Newsletter and the parent body's magazine – Third Age Matters. These are distributed by third party processors and your information is shared with the distribution companies via secure online portals. The membership system is operated by an outside company.
- It may also be disclosed to HMRC for the recovery of Gift Aid.

- If we have a statutory duty to disclose it for legal and/or regulatory reasons. In this instance we will seek to obtain your consent. Information would be shared without consent where there were serious safety concerns and it was felt to be in your or the U3A's best interests to disclose information.

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 information about your membership will not be stored for longer than 12 months after termination, apart from HMRC data in relation to Gift Aid which has to be retained for 6 clear financial years. The exceptions to this are instances where there may be financial, 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 and when it is deleted.

How can your information 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 either by updating their own details in their profile in the online membership system or by contacting the membership secretary at u3amembership@chiltern-u3a.org.uk or at the contact shown in the latest newsletter. Annually there will also be the opportunity to update information, as required, via the membership renewal process. Should you wish to view the information that the U3A holds on you, you can either login to the members' section of the website and view the information in your profile in the online membership system or you can make this request by contacting the membership secretary – as detailed above. There may be certain circumstances in which we are not able to comply with this request. These might include the information containing references to other individuals, legal, investigative or security reasons. Otherwise we will usually respond within one month of the request being made.

How do we store your personal information?

Chiltern U3A has 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. Security measures include use of cloud storage, firewalls, use of a management database system. Your membership information is held securely and can be accessed by Committee Members and Group Convenors – as appropriate.

Availability and changes to this policy

This policy is available on the Chiltern U3A website and on request to the Secretary. It may change from time to time. Members will be informed via the newsletter and the e-bulletins when any material changes are made to Chiltern U3A's policies and procedures.

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 at u3asecretary@chiltern-u3a.org.uk or by post to Chiltern U3A, Amersham Community Centre, Amersham HP6 5AH.

Policy reviewed: 19 November 2020

Policy review date: November 2023