

## St Albans U3A Privacy Policy

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

### 1. What personal information do we collect?

When you express an interest in becoming a member of St Albans U3A, you will be asked to provide certain information. This includes your:

- name
- home address
- email address
- telephone number
- subscription preferences

Should you subsequently decide not to join St Albans U3A, your details will be deleted.

If you request a payment from us by bank transfer, the Treasurer will request your bank sort code and account no, so that payment can be made electronically.

We do not have access to your account number when you make a payment to us by bank transfer or direct debit. Our banking service providers will have access to your data to process your payments. We only use providers (Lloyds Bank, HSBC and GoCardless) that meet recognised standards for data security. They will not use your data for anything other than processing payments.

### 2. How do we collect this personal information?

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

### 3. How do we use your personal information?

We use your personal information:

- to provide St Albans U3A activities and services to you
- for administration, planning and management of St Albans U3A

- to communicate with you about your group activities
- to monitor, develop and improve the provision of St Albans U3A activity

If you provide us with an email address, we will normally send you messages by email to advise you of St Albans U3A activities. If you do not provide an email address, we will normally communicate by post. On occasion we may contact you by telephone.

#### **4. 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, as required to facilitate your participation in St Albans U3A activities.
- externally, with your consent, for products or services such as direct mailing for the Trust magazine, 'Third Age Matters' and/or our own 'St Albans U3ALife' newsletter.
- if we have a statutory duty to disclose it for other legal and regulatory reasons.

Should we need to share your information elsewhere outside of St Albans U3A, we will seek your consent and inform you as to whom the information will be shared with and for what purpose.

St Albans U3A will never share, sell, rent or trade your personal information to any other third parties.

#### **5. 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 18 months 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 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.

#### **6. How your information can be updated or corrected?**

To ensure the information we hold is accurate and up to date, members need to inform St Albans U3A of any changes to their personal information. You can do this by contacting the Membership Secretary at the following email address: [membership@stalbansu3a.org.uk](mailto:membership@stalbansu3a.org.uk)

Should you wish to view the information that St Albans U3A holds about you, you can make this request by contacting the Membership Secretary, as detailed above. If you do not have access to email, the Membership Secretary's postal address can be found in the latest copy of our U3ALife newsletter. Alternatively, you may access your information and view /

update your details and preferences by logging onto to our web site [www.stalbansu3a.org.uk](http://www.stalbansu3a.org.uk) and accessing 'My Profile' on the Console section. There may be circumstances where we cannot comply with this request. This would include where the information contains references to other individuals, or for legal, investigative or security reasons. Otherwise we will usually respond within 14 days of the request being made.

## **7. 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. Security measures include technological measures such as Secure Socket Layer (SSL) encryption, which creates a secure connection with your browser when you register and login into our online services. Your membership information is held on a database and is accessed only by authorised Committee Members and Group Organisers, as appropriate.

## **8. Availability and changes to this policy**

This policy is available on our website [www.stalbansu3a.org.uk](http://www.stalbansu3a.org.uk) and can be found under the Data Protection tab in the menu. This policy may change from time to time. If we make any material changes we will make members aware of this via our normal method of contacting members.

## **9. Contact**

If you have any queries about this policy or have any complaints about our privacy practices, please contact us by email to [membership@stalban3a.org.uk](mailto:membership@stalban3a.org.uk)

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