

Coventry Sherbourne u3a Privacy Policy

Coventry Sherbourne 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.

What personal information do we collect?

When you use the contact form on our website to send us a message, your name, email address and email subject which you submit will be automatically logged.

When you express an interest in becoming a member of Coventry Sherbourne u3a you will be asked to provide certain information. This includes:

- your name
- home address
- email address
- telephone number

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 due to the contractual relationship that you, as a member, have with the 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.

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 activity
- To monitor usage of the website contact form to protect against spam emails

We'll send you messages by email, post, other digital methods and telephone to advise you of u3a 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 co-ordinators – as required to facilitate your participation in our u3a activities or to respond to any message submitted by you through our website contact form.
- Externally – with your consent for products or services such as direct mailing for the Trust magazines and newsletters.
- If we have a statutory duty to disclose it for 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 who the information will be shared with and for what purpose.

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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 the individuals membership has expired. 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. Record logs of messages submitted through our website contact form are kept for 90 days.

How your information can be updated or corrected?

To ensure the information we hold is accurate and up to date, member's need to inform the u3a as to any changes to their personal information. You can do this by contacting the membership secretary. On an annual basis you will have the opportunity to update your information, as required, via the membership renewal process. Should you wish to view the information that the Coventry Sherbourne u3a holds on you, you can make this request by contacting the membership secretary. 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 one month of the request being made.

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.

Availability and changes to this policy

This policy is available online or in the policy folder available at meetings. 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' meetings. 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 via a committee member or at the next monthly meeting.

Date: 22nd July 2024

Review Date: 22nd July 2026