



# Swindon U3A Privacy Policy

Swindon 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. Simple Membership (hereafter SM) is a web-based computer system hosted by Web Integrate on behalf of Swindon u3a and used to manage Swindon U3A.

What personal information do we collect?

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

- Name.
- Home address.
- Email address.
- Telephone number(s).
- Subscription preferences.

## 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 via SM. 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 to ensure Swindon u3a's compliance with data protection legislation. The first time you use SM you will be asked to accept this policy which includes the consent to use your personal information as detailed in the next section. You cannot use SM without accepting this Privacy Policy.

## How do we use your personal information?

We use your personal information:

- To provide Swindon u3a activities and services to you.
- For administration, planning and management of Swindon u3a.
- To communicate with you about your group activities.
- To monitor, develop and improve the provision of Swindon u3a activities.
- If you are a group organiser your contact information may be available to the public. Each year you will be asked to renew your consent for this information to be published.
- Swindon u3a does not publish e-mail addresses or telephone numbers as part of the standard SM system on the public website, but members should be aware that any text they supply to the system describing events and group activities is available to the public on the website. Swindon u3a is not responsible for any personal data which might be disclosed in that text.

We'll send you messages by email, other digital methods, telephone and post to advise you of Swindon u3a activities and other non-Swindon u3a activities that may be of interest.

## Who do we share your personal information with?

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

- Internally - to committee members, group organisers and other appropriate role holders in Swindon U3A – as required to facilitate your participation in Swindon u3a activities.
- Externally, with your consent, with two external organisations,
  1. The distributor for the "Third Age Matters" and "Sources" magazines. If you agree to be supplied with these publications, you agree to your name and address being passed to the distributor.
  2. HMRC for Gift Aid claims. If you agree that Swindon u3a can claim Gift Aid, you agree to your name and address being passed to HMRC.
- If we have a statutory duty to disclose it for other legal or regulatory reasons.

Where we need to share your information outside of Swindon u3a we will seek your permission and inform you as to with whom the information will be shared and for what purpose.

## How long do we keep your personal information?

We need to keep your information so that we can provide our services to you. If you cease to be a member, your information will be stored for,

- one year after you cease to be a member if you are **not** registered for Gift Aid.
- seven years after you cease to be a member if you have been registered for Gift Aid within the last seven years.

The exceptions to this are instances where there may be legal or insurance circumstances that require information to be held for longer whilst this is investigated or resolved. Where this is the case then the member's will be informed as to how long the information will be held for and when it is deleted.

## How do we store your personal information?

Your membership information is held on the SM database and accessed by, office staff, committee members, group organisers and other appropriate role holders in Swindon U3A. Any Swindon U3A member may have a SM account.

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 the use of encryption between your browser and SM, which can be verified by a padlock to the left of the SM address in the browser address bar.

## 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 as to any changes to their personal information. You can do this by updating your information on-line with a SM account or contacting the Swindon U3A office at any time; see the contact details at the bottom of this document.

## How your information can be updated or corrected (cont.)

When renewing your annual subscription, you are required to update your information. This may be done via a paper application form or via online access. Should you wish to view the information which Swindon u3a holds on you, you can do this directly with a SM account, a one-time sign-in or you can make this request by contacting Swindon u3a using the contact details at the bottom of this document.

There may be certain circumstances where we are unable 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.

## Availability and changes to this policy

This policy is available on the SM website and in the Swindon u3a office using the contact details at the bottom of this document.

To obtain a SM account **or use a one-time sign-in**, a member must accept this policy. This policy may change from time to time. If we make any material changes, we will make members aware of this via SM, the newsletter and the monthly members' meetings. If the policy changes, any members with a SM account will not be able to gain access to their account without accepting the amended policy.

## Gaining Access to Member Pages

- Login with the username provided by email. This generally, but not always, the members surname and first initial.
- Enter your password. If you can't remember this then click the 'Forgot Password' link on the login page and you will be sent an email with a link to reset your password.
- Login with a password provides full access to all the transactions to which the member is entitled by virtue of their role in the u3a.

## 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:

Swindon U3A Office,  
Gorse Hill Community Centre,  
Chapel Street,  
Swindon. SN2 8DA.  
Email: [office@swindonu3a.org.uk](mailto:office@swindonu3a.org.uk)  
Telephone: 01793 614629

Policy agreed:

Review Date: