

The Cardiff U3A Privacy Policy

The Cardiff 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. In this document, the term Group Convenor also refers to a Cardiff U3A member acting as secretary to a Group as well as the actual convenor of the Group.

What personal information do we collect?

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

- Title
- Forename(s) **
- Surname **
- Initials
- Address including Postcode ∞
- Telephone ∞
- Mobile ∞
- Email ∞

** indicates a required item of information.

∞ one of these items is required for us to contact you.

Other information we may hold about you includes:

- Suffix after your surname
- Familiar Name, optional, by which you prefer to be addressed
- Gender, optional, may be derived from your title
- Partner's Membership Number where you indicate a wish to have one newsletter etc between you
- Status of Membership (whether you have renewed, resigned etc)
- Gift Aid Date if you elect to allow the Cardiff U3A to reclaim tax on your subscription
- Date Joined
- Date Renewed
- Where you have elected **not** to receive Cardiff U3A publications
- Your Group membership(s) if any
- Financial Transactions (e.g. membership fee) This does **not** include any credit card or similar information.

We may also wish to collect information about your abilities in the Welsh language and, if you are no longer a member, the reason for your leaving.

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 Cardiff U3A in paying your membership fee. 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 Cardiff U3A activities, services and periodic publications to you
- For administration, planning and management of our Cardiff U3A
- To communicate with you about your group activities and related activities of interest to your group
- To monitor, develop and improve the provision of our Cardiff U3A activities

We will send you messages by email, post, other digital methods and telephone to advise you of Cardiff 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 convenors – as required to facilitate your participation in our Cardiff U3A activities;
- Externally – for the direct mailing for the Trust magazines – *Third Age Matters* including *Sources*;
- Externally – to HMRC for GiftAid purposes where you have elected to use this facility;
- Externally – for the provision of other services provided by third parties *
- If we have a statutory duty to disclose it for other legal and regulatory reasons.

**Where we wish or need to share your information outside of the Cardiff U3A other than as above we will seek your consent in writing or by electronic means 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. In most instances information about your membership will not normally be stored for longer than 12 months after the membership renewal date following your ceasing to be a member of the Cardiff U3A. 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.

How your information can be updated or corrected

To ensure the information we hold is accurate and up to date, members who have supplied an email address are able to correct their personal information online via the Cardiff U3A website at <https://CardiffU3Asites.org.uk/cardiff/home>.

Members may also inform the Cardiff U3A as to any changes to their personal information by contacting the membership secretary at memsec@cardiffCardiffU3A.org.uk or on 07926 533 693.

Changes to your subscriptions to the Cardiff U3A's newsletter and magazine and to '*Third Age Matters*' (including '*Sources*') published by the Third Age Trust can be made by contacting the membership secretary at memsec@cardiffCardiffU3A.org.uk or on 07926 533 693.

On an annual basis you will also have the opportunity to update your information, as required, via the membership renewal process.

Should you wish to view the information that the Cardiff 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.

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 centrally on a database and may also be extracted for specific purposes to spreadsheets. It is accessed by Committee Members and Group Convenors.

Emails are sent using a third-party agent, SendGrid, which uses TLS email encryption to protect messages. All modern email services support the use of TLS or other encryption methods, but the possibility exists that some obscure email services may not, in which case the emails may pass unencrypted.

Availability and changes to this policy

This policy is available on the Cardiff U3A website . 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 and by email where available.

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 via data.protection@cardiffu3a.org.uk or on 07474 607 976.