

Privacy Policy

Knole u3a	Charity Number 1166210
Policy Date February 2024	Review Date August 2025

Knole 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 express an interest to become a member of Knole u3a you will be asked to provide certain information. This includes:

- your name
- home address
- email address
- telephone numbers
- mobile number
- Your subscription preference
- Gift Aid Entitlement
- Emergency contact details
- A list of the interest groups that you have joined
- The date on which you joined Knole u3a

Photographs of members taken at monthly meetings or group meetings are also considered to be personal information if a member's face is identifiable.

Emergency Contact information will be collected and recorded on Beacon. Where Knole u3a organises a trip using a third party that requires emergency contact information to be provided, we will require the member to gain consent from the identified emergency contact.

The consent will provide permission for the information to be held by the third party for the purpose of supporting and safeguarding the member in question. The same would apply to carers who may attend either a one-off event or on an ongoing basis to support a Knole u3a member with the agreement of Knole 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 the membership application form. The lawful basis for collecting and storing your information is due to the contractual relationship that you, as a member, have with Knole 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.

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How do we store your personal information?

Your membership information is held on the Third Age Trust's Beacon membership system and access to the data is limited to:

- Certain Knole u3a Committee Members,
- Group Contacts
- authorised members of the Beacon Support Team and contractors authorised by the Beacon Support Team

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

We will send you messages by email, post, other digital methods and telephone, as appropriate, to advise you of Knole 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 contacts – as required to facilitate your participation in Knole u3a activities;
- **Externally** – we use an external membership management system (Beacon) offered to Knole u3a groups by the Third Age Trust
- with your consent we may send name and address information for direct mailing for the Trust magazine 'Third Age Matters'
- If we have a statutory duty to disclose it for other legal and regulatory reasons.

Where we need to share your information outside of Knole u3a we will seek your consent and inform you as to whom the information will be shared with and for what purpose. A possible exception is explained in our Safeguarding Policy and Procedure.

How long do we keep your personal information?

We may download your information from Beacon for specific purposes, see 'How do we use your personal information above?' The downloaded information is deleted once the purpose has been achieved. However, where members have signed up for gift aid, HMRC require that we keep records for 7 years. Further 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.

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How your information can be updated or corrected

To ensure the information we hold is accurate and up to date, members need to inform Knole u3a of any changes to their personal information. You can do this by accessing your record from Beacon, if you have created an account, or alternatively contacting the membership secretary at; membership@knoleu3a.org.uk. On an annual basis you will have the opportunity to update your information, as required, via the membership renewal process.

Should you have any query and wish to view the information that Knole 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

Visiting Our Website and Using Your Data

When you use a link on the Knole u3a website to email a member of the Committee or the leader of an Interest Group using the anonymised email address facility or the message 'Contact Us' function on the Home Page, the message will be sent to us via email. The information sent in the email will only be used to respond to your enquiry. However, due to the nature of email, a record of the email exchange may be recorded on various email servers and client systems. Our website may from time to time contain links to and from the websites of third party partner networks, advertisers and/or affiliates. If you follow a link to any of those websites, please note that those websites are obliged to have their own privacy policy and that we do not accept any responsibility or liability for those policies or the content or compliance of their websites. Please check those policies before you submit any personal data to those websites and ensure you have read and understood their terms of use.

Availability and changes to this policy

This policy is available on www.knoleu3a.org.uk. This policy may change from time to time. If we make any significant changes we will make members aware of this via the Newsletter and the website.

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.

chairman@knoleu3a.org.uk