

Policy agreed: 25th May 2021

Review Date: May 2023



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. **Swindon u3a Cloud Administration System** (hereafter SuCAS) is a web-based computer system, owned and operated by Swindon u3a. 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 SuCAS. 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 SuCAS 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 SuCAS 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 SuCAS 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 three 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.
 3. Originzone Ltd, 14 Kelvin Road, Swindon, SN3 3JW, who print and distribute the Swindon u3a Newsletter.
- 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 SUCAS 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 SUCAS 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 SuCAS, which can be verified by a padlock to the left of the SuCAS 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 SuCAS 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 SuCAS 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 SuCAS website and in the Swindon u3a office using the contact details at the bottom of this document.

To obtain a SuCAS 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 SuCAS, the newsletter and the monthly members' meetings. If the policy changes, any members with a SuCAS account will not be able to gain access to their account without accepting the amended policy.

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
Telephone: 01793 614629

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Please see the Appendix below for how to gain access to member pages to update your information on SuCAS

Appendix

Gaining Access to Member Pages

There are two ways to gain access to the members' area in SuCAS •

Login with a member's name, membership number and a password

- Sign-in with a member's name, membership number and other items from a member's data depending on the type of data being accessed.

Login

To Login a member will need their name, membership number and password

The password will be set by the member after a registration process that requires several items of data from the member's records on the database. A member's details must have been entered on the database before a member can register for an account. The registration process requires the account to be activated via an email sent to the member's email address on the database.

A token is created on the server to monitor the progress of the account registration and expires after a set number of days if the registration is not completed.

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.

Sign-in

This provides temporary access to a specific set of transactions and bypasses the menu facility. The amount of verification required besides a member's name and membership number will depend on the nature of the data being accessed. Membership renewal requires the most amount of verification and access will be granted via an email sent to the member's registered email address.

Depending on the nature of the access, a token may be used to implement an expiry of the sign-in request.

The menu facility is not provided and there is no access to transactions outside the specific function accessed by the sign-in.