

EAST MIDLANDS REGIONAL SUPPORT TEAM

Privacy Policy

The East Midlands Regional Support Team (hereafter “EMRST”) 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.

This policy deals with:

- u3a Representatives (Representatives, Substitute Representatives and Treasurers) of member u3as and anyone appointed as an Officer of the EMRST or organisers of EMRST activities where we have a legitimate interest in collecting personal data, and
- Individual u3a members who book or attend events organised by the EMRST where we have a contractual need for collecting personal data.

What personal information do we collect?

Member u3a representatives of the EMRST or those who express an interest in booking certain events organised by the EMRST, will be asked to provide certain personal information. This includes:

- Name
- Email address
- Address
- Telephone number(s)
- Name of your u3a
- Your role within your u3a

When booking events, you may also be asked for information such as special dietary or access requirements, or next of kin or ‘in Case of Emergency (ICE) or your address if you require information to be sent by post.

Additional information, such as a request to use a photograph of an individual on the EMRST website or publication, will be obtained with the specific consent of the member who will be informed as to why this information is required and the purpose that it will be used for.

How do we collect this personal information?

All the information collected is obtained directly from you or your u3a committee. This is usually when you are appointed as a u3a representative to the EMRST, on an annual update or when you book an event organised by the EMRST. We are reliant on you to inform us of any changes.

The lawful basis for collecting and storing your information is due to the contractual relationship that you, as a member, have with the EMRST. In order to inform you about the groups, activities and events that you can access 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 EMRST activities and services to you
- For administration, planning and management of the EMRST
- To communicate with you about EMRST activities
- To communicate information from other sources that may be of interest to you
- To monitor, develop and improve the provision of EMRST activities.

We’ll send you messages by email to advise you of EMRST activities and other information of potential interest.

Who do we share your personal information with?

We may disclose information about you, including your personal information

Internally - to Officers and event organisers – as required to facilitate your participation in EMRST activities;

- Externally – where we use an external event management and booking system, the

information you provide is transmitted to us via that third party's secure management system. If you make payment using that system, we are only notified of the amount paid and not any of your banking details;

- If we have a statutory duty to disclose it for other legal and regulatory reasons.

Where we need to share your information outside of the EMRST we will seek your consent and inform you as to who the information will be shared with 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 personal contact data will not be stored for longer than 12 months after ceasing your participation. 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 need to inform the EMRST of any changes to their personal information. You can do this by contacting the EMRST Contact at any time (see below). On an annual basis you will have the opportunity to update your information, as required, via the membership update process.

Should you wish to view the information that the EMRST holds on you, you can make this request by contacting the EMRST Contact (see below). 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 28 days of the request being made.

How do we store your personal information?

For personal data held on laptops or other devices belonging to representatives of individual u3as or the EMRST Officers and organisers, those persons are fully aware of the requirements of this Policy. Any loss of such a device will be treated as a data breach.

Hardcopy of any records will be minimised.

Availability and changes to this policy

This policy is available on our website. This policy may change from time to time. If we make any material changes we will make members aware of this via email communication and EMRST meetings.

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:

Maria Gabrielczyk - email maria.gabrielczyk@u3a.org.uk
Jean Hogg - email jean.hogg@u3a.org.uk

Signed: *Maria Gabrielczyk*) Joint co-ordinators of the EMRST
 Jean Hogg)

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