

Swindon U3A Data Protection Policy

Scope of the Policy

This policy refers to the work of Swindon U3A. The policy sets out the requirements that Swindon U3A has to gather personal information for membership purposes. The policy details how personal information will be gathered, stored and managed in line with data protection principles and the General Data Protection Regulation. The policy is reviewed on an ongoing basis by Swindon U3A committee members to ensure that Swindon U3A is compliant. This policy should be read in tandem with Swindon U3A's Privacy Policy.

Why this policy exists

This data protection policy ensures that Swindon U3A:

- Complies with data protection law and follows good practice.
- Protects the rights of members, staff, customers and partners.
- Is open about how it stores and processes members data.
- Protects itself from the risks of a data breach.

General Guidelines for Members Handling Personal Data

- The only people able to access data covered by this policy should be those who need to communicate with or provide a service to the members of Swindon U3A.
- Data should not be shared informally or outside of Swindon U3A.
- Swindon U3A will provide induction training to all members, whose roles in Swindon U3A involve handling other member's data, to help them understand their responsibilities when handling personal data.
- All members whose roles in Swindon U3A involve handling other member's data should keep all data secure, by taking sensible precautions and following the guidelines below.
- Strong passwords must be used, and they should never be shared.
- Personal data should not be shared outside of Swindon U3A unless with prior consent and/or for specific and agreed reasons.
- Member information should be reviewed, and consent refreshed periodically via the membership renewal process or when policy is changed.
- U3As should request help from National Office if they are unsure about any aspect of data protection.

Data Protection Principles

The General Data Protection Regulation identifies 8 data protection principles.

Principle 1 - Personal data shall be processed lawfully, fairly and in a transparent manner

Principle 2 - Personal data can only be collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes.

Principle 3 - The collection of personal data must be adequate, relevant and limited to what is necessary compared to the purpose(s) data is collected for.

Principle 4 – Personal data held should be accurate and, where necessary, kept up to date. Every reasonable step must be taken to ensure that personal data that are inaccurate are erased or rectified without delay.

Principle 5 – Personal data which is kept in a form which permits identification of individuals shall not be kept for longer than is necessary.

Principle 6 - Personal data must be processed in accordance with the individuals' rights.

Principle 7 - Personal data must be processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.

Principle 8 - Personal data cannot be transferred to a country or territory outside the European Union unless that country or territory ensures an adequate level of protection for the rights and freedoms of individuals in relation to the processing of personal data.

Lawful, fair and transparent data processing

Swindon U3A requests personal information from potential members and members for the purpose of sending communications about their involvement with Swindon U3A. The forms used to request personal information will contain one or more privacy statements informing potential members and members as to why the information is being requested and what the information will be used for. Members will be asked to provide consent for their data to be held and a record of this consent along with member information will be securely held. Swindon U3A members will be informed that they can, at any time, remove their consent and will be informed as to who to contact should they wish to do so. Once a Swindon U3A member requests not to receive certain communications this will be acted upon promptly and the member will be informed as to when the action has been taken. Members must understand that a minimum level of data and communication is required to function as a member of Swindon U3A. If the withdrawal of a consent means that those minimum levels can not be met, then the member can no longer remain a member of Swindon U3A.

Processed for Specified, Explicit and Legitimate Purposes

Members will be informed as to how their information will be used and the Committee of Swindon U3A will seek to ensure that member information is not used inappropriately. Appropriate use of information provided by members will include:

- Communicating with members about Swindon U3A's events and activities
- Group organisers communicating with their group members about specific group activities.
- Adding members details to the direct mailing information for the Third Age Trust magazines – Third Age Matters and Sources.
- Sending members information about Third Age Trust events and activities.
- Communicating with members about their membership and/or renewal of their membership.
- Communicating with members about specific issues that may have arisen during the course of their membership.

Swindon U3A will ensure that group organisers are made aware of what would be considered appropriate and inappropriate communication. Inappropriate communication would include sending Swindon U3A members marketing and/or promotional materials from external service providers.

Swindon U3A will ensure that members' information is managed in such a way as to not infringe an individual members rights which include:

- The right to be informed.
- The right of access.
- The right to rectification.
- The right to erasure.
- The right to restrict processing.
- The right to data portability.
- The right to object.

Adequate, Relevant and Limited Data Processing

Members of Swindon U3A will only be asked to provide information that will be used in order to carry out the legitimate interests of the charity.

- Name.

- Postal address.
- Email address.
- Telephone number(s).
- Gift Aid entitlement.

Members of Swindon U3A are expressly forbidden from collecting special category data. Special category data is defined as that relating to:

race, ethnic origin, politics, religion, trade union membership, genetics, biometrics (where used for ID purposes), health, sex life, sexual orientation

Accuracy of Data and Keeping Data up to Date

Swindon U3A has a responsibility to ensure members' information is kept up to date. Members will be informed to let the Office Manager know if any of their personal information changes. In addition, on an annual basis the membership renewal forms will provide an opportunity for members to resubmit their personal information and reconfirm their consent for Swindon U3A to communicate with them.

Swindon U3A Members with a SUCAS account can amend their own information at any time.

Accountability and Governance

Swindon U3A Management Committee is responsible for ensuring that Swindon U3A remains compliant with data protection requirements and can provide evidence that it has. For this purpose, those from whom data is required will be asked to provide written consent. The evidence of this consent will then be securely held as evidence of compliance. Swindon U3A Management Committee shall ensure that new members joining the Committee receive an induction into how data protection is managed within Swindon U3A and the reasons for this. Committee Members shall also stay up to date with guidance and practice within the U3A movement and shall seek additional input from their Data Protection Officer or Third Age Trust National Office should any uncertainties arise. The Management Committee will review data protection and who has access to information on a regular basis as well as reviewing what data is held.

Secure Processing

The committee members of Swindon U3A have a responsibility to ensure that data is both held and processed securely. This will include:

- All members using strong passwords.
- Members not sharing passwords or accounts.
- Restricting access of sharing member information to that appropriate for the roles which need to communicate with members on a regular basis.
- Using password protection on laptops and PCs that contain or access personal information.
- Ensuring that, if a public computer is used, it is used in 'Private' mode and no logon information or any other Swindon U3A data is retained on that computer.
- Using password protection or secure cloud systems when sharing data between committee members and/or group organisers.
- Regular audit of the role permissions in SUCAS to ensure that roles only have access to that data necessary to perform their function.
- Members entering members' email addresses in the bcc box when emailing more than one member.

Swindon U3A has contracted for services from the following 3rd party data processors:

- The distributor of the Third Age Matters and Sources magazines
- HMRC for Gift Aid claims

Subject Access Request

Swindon U3A members are entitled to request access to the information that is held by Swindon U3A. The request needs to be received in the form of a written request to the Office Manager of Swindon U3A. On receipt of the request, the request will be formally acknowledged and dealt with within 30 days unless there are exceptional circumstances as to why the request cannot be granted. Swindon U3A will provide a written response detailing all information held on the member. A record shall be kept of the date of the request and the date of the response.

Swindon U3A Members with a SUCAS account can view their own information at any time.

Data Breach Notification

Were a data breach to occur, action shall be taken to minimise the harm by ensuring all Management Committee members and the Data Protection Officer are aware that a breach had taken place and how the breach had occurred. The committee shall then seek to rectify the cause of the breach as soon as possible to prevent any further breaches. The DPO shall contact National Office within 24 hours of the breach occurring to notify of the breach. A discussion would take place between the DPO and National Office as to the seriousness of the breach, action to be taken and, where necessary, the Information Commissioner's Office would be notified. The Management Committee shall also contact the relevant U3A members to inform them of the data breach and actions taken to resolve the breach.

If a U3A member contacts Swindon U3A to say that they feel that there has been a breach by Swindon U3A, the DPO will ask the member to provide an outline of their concerns. If the initial contact is by telephone, the DPO will ask Swindon U3A member to follow this up with an email or a letter detailing their concern. The concern will then be investigated by DPO and members of the committee who are not in any way implicated in the breach. Where the DPO/ Management Committee needs support or if the breach is serious they should notify National Office. The Swindon U3A member should also be informed that they can report their concerns to National Office if they don't feel satisfied with the response from Swindon U3A. Breach matters will be subject to a full investigation, records will be kept and all those involved notified of the outcome.

Policy agreed: 24th April 2018

Review Date: 24th April 2018