

## Privacy Policy

This policy was originally adopted by the Trustees of Ilkley & District U3A on 04 May 2018. It was subsequently revised on 30 May 2019 and 31 Jan 2020.

### ***Introduction***

Ilkley and District U3A treats your privacy rights seriously. This privacy notice sets out the way we process your personal information and how we use it. We will always refer to this policy when we ask for your consent. The Data Controller is the Management Committee of Ilkley & District U3A.

### ***How we collect your information***

We collect your personal information when you complete an enrolment or renewal form, either online or on paper. Personal information is information that could identify, or is related to the identity of, an individual.

### ***Data we gather***

Upon joining, we ask you to provide:

- your full name and postal address
- a telephone number (mobile and/or landline)
- an email address

We require this information in order to provide our activities and services to you. At various times, we may communicate with you by post, email and/or telephone to advise you of U3A activities and to manage your membership.

Optionally, and at your discretion, you may also provide your year of birth and a digital photograph.

### ***How we store the information***

Our membership records are held securely in an electronic membership management system. We use commercially available web-based software provided by a Canadian Company called Wild Apricot. The company stores the data securely in a cloud-based platform. They have updated their systems to make them compliant with the new European law on data protection that came into force on 25 May 2018.

Access to our electronic management system is strictly controlled by our Data Protection Officer. Only trustees, group leaders and specified volunteers have access to

some or all of the data we hold and only when access is necessary for them to carry out their duties effectively. We review and update who has access annually.

### ***How we use the information***

#### **1. Administration of your membership**

We will use the information you have provided to communicate with you and to administer your membership. This includes, but is not limited to, monitoring your subscription payments, give you notice of Annual General Meetings and informing you of U3A activities.

#### **2. To provide you with a copy of Third Age Matters (optional)**

If you wish to receive Third Age Matters, the national U3A magazine, we will upload your name and postal address together with those of other members via a secure online portal direct to the printers. We ask for your explicit consent to do this.

#### **3. To monitor, develop and improve the provision of our U3A activity**

Where appropriate, we use your anonymised data for statistical purposes, e.g. to keep track of where our members come from. We also monitor demand for new and existing activities.

#### **4. Other**

We never sell your data to third parties. We will only share your data with a third party if it is necessary to do so in order to provide a service to you (see next section for further details) or manage any aspect of your membership.

### ***Sharing your data with other organisations***

#### **1. Community Action Bradford and District (Ilkley Office)**

When we post something to you, we pass your name and address electronically to Community Action Bradford and District (Ilkley Office) so that they can print labels. The files we transfer are password protected.

#### **2. Third Age Trust**

For members who wish to receive Third Age Matters, we upload names and postal addresses directly to the printers via a secure online portal (see above).

#### **3. HMRC**

If you Gift Aid your subscription, we include your name and address in a spreadsheet that we upload to HMRC via a secure online portal in order to make our

claim for a refund of 25% of your subscription.

### ***How long your information is kept***

We retain your details in our electronic membership management system for a year after your membership lapses in case you decide to re-join in this period. In case of a problem with Wild Apricot, back-up files of our membership records in Excel are retained for 12 months and subsequently deleted.

If you submitted your enrolment or renewal on a paper form, we will retain the form for 12-18 months before destroying it by shredding. Should the need arise, this allows us to reconcile any anomalies between the original paper record and the electronic one.

If you signed a paper Gift Aid Declaration, we are obliged by law to keep a copy of the Declaration for six years after the end of the last year in which you made a relevant payment.

Should you wish to terminate your membership for any reason at any time, you have the right to request immediate deletion/destruction of the data we hold on you with the exception of Gift Aid declarations.

### ***Your rights***

You have the right to ask us, in writing, for a copy of all the personal data held about you. This is known as a "subject access request". If you wish to receive a copy, please come to one of our regular Drop-In sessions at the Clarke Foley Centre in Ilkley (dates on our website) with a form of identification. Alternatively contact one of the trustees who will arrange to meet with you. It may take a day or two to provide the information.

### ***Updating and amending your personal information***

If the information we hold about you needs amending (for example, a new address) you can change it yourself by logging in to our website using your password. Alternatively contact our Membership Secretary who will make the changes for you.

### ***Cookies***

A cookie is a text file containing non-personal information that is placed on your computer or other device when you visit a particular website. A website will use a number of different cookies for different functions. For example, a cookie is used to identify your device to the website when you visit again so that the site can load your preferences, automatically accept your credentials, or otherwise personalize the experience. Cookies do not store personal information about you, just information

identifying your device. You can disable any cookies already stored on your computer, but these may stop our website from functioning properly.

### Accepting cookies

Within your browser settings, you can choose whether to accept cookies. To access our site as an administrator or a member, you need to enable cookies (which most browsers do by default). For instructions on enabling cookies in different browsers, [click here](#). If you are using Safari as your browser, you also need to enable cross-site tracking by disabling the **Prevent Cross-Site Tracking** option.

### The following cookies are strictly necessary in the operation of our website.

The cookies listed below are placed by Wild Apricot (our website software provider) on your computer or device to support the operation of the website.

Cookie prefix	Description
absf	Stores selected folder in file browser
ARF	Additional session key
avms	Indicates that the site was switched from public view to admin view
bc, bs	Used to display notifications in place of the Wild Apricot logo
cs	Used for CSRF (cross-site request forgery) attack protection
epce	System cookie which indicates that external auth request failed and contains ExternalAuthProvider name
hs	Used to determine if the user is viewing the site in https mode
lap, apc	Stores the last opened page in admin view; used when switching between public and admin view
pp	Stores the last opened page in public view; used when switching between admin and public view
ro	Stores role of user (contact/member/admin)
sk	Used to display information about incomplete applications and event registrations, open invoices, etc
tcc	Test cookie used to determine if cookies are enabled in client browser
wa	Main authorisation cookie
wb	Used for wizards (member application, event registration, etc)
wc	Also used for wizards (member application, event registration, etc.)



**The following cookies are not strictly necessary**, but are required to provide us with usage information such as which pages you find most interesting (anonymously).

### **Functional Cookies**

- Enable tracking of the pages you visit within our website via Google Analytics.

### **Our website will:**

- Remember where you are for pages that have a "Return" to previous page option.
- Remember that you are logged in and check that your session is secure (you need to be logged in to view member-only pages).

### **Our website will not:**

- Reveal any personal information to third parties.

### **Third-Party Cookies**

Our website does not use third-party cookies but does have a link to our Facebook page. If you follow this link then Facebook may deposit its own cookies on your device. See their cookie policy for details.

### ***How to contact us***

Email addresses for the Membership Secretary, Data Protection Officer and all trustees are on our website. On the home page, click on 'MEMBERS' then 'Contacts'.

Alternatively, you can leave non-urgent messages for any trustee in the U3A post box in the Clarke Foley Centre. For more details, click on **Contact Us** at the bottom of any website page.