Lowestoft u3a Privacy Policy

Lowestoft 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 in becoming a member of Lowestoft u3a you will be asked to provide certain information. This includes:

- your name
- home address
- email address
- telephone number
- your 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 contact forms. The lawful basis for collecting and storing your information is due to the contractual relationship that you, as a member, have with the 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.

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 to advise you of 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 leaders – as required to facilitate your participation in our u3a activities;
- Externally – with your consent for products or services such as direct mailing for the Trust magazines and or the HMRC, if you consent to gift aid.
- 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 u3a, 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, information about your membership will not be stored for longer than 12 months. 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, members 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 u3a as to any changes to their personal information. You can do this by contacting the Membership Secretary by email - membership@u3a-lowestoft.org.uk, or any member of the committee. On an annual basis you will have the opportunity to update your information, as required, via the membership renewal process. Should you wish to view the information that the 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.

How do we store your personal information?

Your membership information is held on an electronic database/spreadsheet (whichever applies) and accessed by committee members and group leaders, as appropriate. All access is safeguarded by a secure password system.

Availability and changes to this policy

This policy is available on the website. This policy may change from time to time. If we make any material changes, we will make members aware of this via the Newsletter and the monthly members' meetings and our website.

Who we are

Lowestoft u3a is the data controller for your personal data.

Contact details: Christine Mills

Email: chair@u3a-lowestoft.org.uk

Telephone: 07767 431565

If you have any questions about this Privacy Policy or how we handle your personal date, please contact us using the details above.

Complaints

If you have concerns about how we have handled your personal data, you have the right to complain to us. You can contact us using the details set out above. We will acknowledge your complaint within 30 days and will investigate and respond without undue delay. The Information Commissioner's Office complaints guidance says an organisation must provide a way to complain, acknowledge complaints within 30 days, and respond without undue delay. If you are not satisfied with our response, you can complain to the Information Commissioner's Office (ICO).

Further information is available on https://www.ico.org.uk. The ICO's privacy notice guidance says a privacy notice should tell people how they can complain if they have concerns about how their information is being used.

This policy was updated and approved by Lowestoft u3a committee on 15th October 2026.