



Established in 1962 to preserve the character of the village of Knowle

Data Protection and Privacy Statement

Introduction

The Knowle Society ('the Society') is committed to safeguarding the privacy of your personal data and will take all reasonable steps to ensure that your information is secure. This statement explains how we will collect, use and disclose that information. The statement is subject to change, for example when the Society offers additional services. The latest version will always be available on the Society's website.

What information we collect

- Any **personal details** you choose to give us, for example when you complete a membership application form or consent form. Typically this will include name, title, address, telephone numbers and email addresses. If you have expressed areas of interest in volunteering with the Society then your interests or past or current activities may also be stored.
- Any **personal details** and images as supplied for newsletter, website and social media articles and as artefacts for the local history archive.
- The **financial details** associated with your membership subscription and donations and if you make a claim for electronic expense payments, then your bank details will also be stored to enable that and any future payments.

Why we collect information

The legal basis for holding your personal information is the 'legitimate reason' of enabling the Society to process your membership application and administer your ongoing membership, through delivering Society newsletters and other occasional resources associated with its activities and collecting your subscriptions. We may use post, telephone or email to achieve these tasks. Information necessary to deliver your newsletters will also be made available to the Society's volunteers specifically responsible for delivering to your home or designated postal address.

If you have also signed (or emailed) a consent form to receive additional emails from the Society which advertise Society and local community events and also provide information relevant to the

work of the Society or the community of Knowle about community activities outside the Society's own remit but are deemed of general interest to our members, and for any fundraising initiatives of the Society' then we will also use your email address for this purpose. You may opt-in or opt-out of these specific communications at any time. We may share your email address with an external provider for the purpose of sending these additional emails.

From where we collect your information

Example may include:

- **From you directly**, from membership applications, consent forms, donations and expense claims.
- **From external sources**, for example if you create an online giving page in favour of the Society or via social media.
- **From other organisations**, when you give permission or where your personal data is available from public domain sources.

How long we keep your information

Personal data associated with membership administration will be retained by the Society for a period of seven years after a member resigns, dies, is survived by a spouse or a partner continuing to share that membership subscription or is otherwise deemed to have lapsed that membership. If a member re-joins after a previous break in membership, any unexpired period following that earlier resignation or lapse of membership is lost and the maximum period is reset.

We may be required by HMRC to retain information about your Gift Aid history, if that is applicable, even if you have asked us to delete your personal information.

With whom we share information

If you volunteer with the Society we may share that information where necessary with insurers or partner organisations relevant to that volunteering, for example Library volunteering or some community activities may require that we share information with Solihull MBC. Some activities may also require that information is shared with the Disclosure and Barring Service (DBS).

We may also need to disclose your details if required to by the police, regulatory bodies or legal advisers.

If you become a trustee director of the Society you will also have to provide the Society with specific information required by Companies House and the Charity Commission.

The Society does not share or sell your personal information to any third parties for the purpose of marketing. If the Society entered into any agreement with a national or local body of similar charitable objectives we would seek your permission first before sharing any of your personal information with that body. The Society uses an external provider to manage bulk emails and for that purpose may make available to that provider the email addresses of consenting members.

How your information is kept secure

The security of your information is of utmost important to us. We seek to use reasonable measures to protect your information from loss or theft, as required by law. This includes ensuring that data is

protected and backed up responsibly, also that data files are encrypted when transported. Paper records will similarly be stored and transported securely.

The Society does not currently hold any data that would be considered to be 'sensitive' and has no expectation that it will do so in future. However any breach in data security will be fully investigated and, if required, it will also be reported to the Information Commissioner's Office.

Further information

The laws that say how your personal data can be used are:

- The Data Protection Act 1998
- The Privacy and Electronic Communications Regulations 2003
- The General Data Protection Regulation (GDPR)

You can also contact the Information Commissioner's Office www.ico.org.uk to find out more about types of personal Information, its usage, your rights or to report a concern.

Managing your communications from us

You have a statutory right to know what personal information we hold about you, to make changes to how you hear from us and to ask us to stop processing or to remove your personal information. This is necessarily limited by the requirement to manage your membership and if you still require removal of that information then the Society may also terminate your membership. You have the right to ask us for a copy of the personal information we hold about you.

If we ask for your opt-in preferences, you do not have to give them to us and we will not withhold any services other than the ones which are the subject of specific opt-in choices.

If you would like a copy of the information The Knowle Society holds on you or to change any of your communication preferences, please email:

datacontroller@knowlesociety.org.uk

or contact the Membership Secretary whose details are published in the Society's newsletter.

Subject Access Requests (SAR's)

All those receiving communications on behalf of the Knowle Society will receive training on dealing with Subject Access Requests under the GDPR relating to information held by the Knowle Society.

This will include

- Identifying those requests that would be a SAR under the GDPR.
- Knowledge of the timetable and procedures for dealing with a SAR.
- Awareness of the information held by the Society and where and in what format it is held
- Awareness of those with day to day responsibility for the different types of personal data held by the Society
- Awareness of who can assist with dealing with a SAR

SAR

A SAR under the GDPR can be received in any format e.g. verbal request; telephone; internet; letter; other written request.

The communication need not make any reference to any legal basis for the request. If the request is from a specific individual and is a request for information relating to that individual held by the Society, it must be dealt with in accordance with the GDPR.

A request can be to: -

- receive information;
- have errors in the information held rectified; or
- have information held erased/removed.

On receipt of the request the recipient should inform the data protection officer who will inform the Trustee Directors and record

- Date request received
- Method of communication
- Measures taken to verify the identity of the requester and confirm that they are requesting their own information
- Date by which the response must be provided, one calendar month from the date of receipt *[suggest we work to 28 days to avoid complexity of the different length months- time can be extended if the date for a response is a weekend or bank holiday]*
- The method of communication to be used for a reply
- Their understanding of the nature of the request

The data protection officer will formally respond to the requester confirming receipt of the request, their understanding of the nature of the request and the

deadline within which a response will be provided. *[template letter to be prepared]*

The data protection officer will discuss with the recipient of the request the likely location of the data being requested and the recipient will apply to the custodian of the relevant data for that data to be retrieved, rectified or removed in line with the request.

Copies of the data requested or the data rectified or the data removed will be made and checked by the data protection officer to ensure that only personal data relating to that individual is being provided. Once checks have been made, the information will be provided to the requester in the format agreed.

Where applicable, this will include confirmation that the data has been rectified or removed.

Any final communication to the requester should include details of the person to contact if they have any concerns.

All information is to be provided free of charge.