

Welcomes and Uplands Road Association Member Privacy Policy

INTRODUCTION

This privacy policy sets out how Welcomes and Uplands Road Association (hereinafter referred to as 'The Association') uses and protects any information given when visiting the Association website www.wura.org.uk or being a member of the Association by dint of being a frontager to the roads managed by the Association or by being a frontager to spur roads adjoining Welcomes or Uplands Road.

The Association is committed to ensuring that members' privacy is protected. Should the Association ask for information by which members can be identified when using the website or becoming a member, then it will only be used in accordance with this privacy statement.

In relation to the website and the associated membership and information system, the Association manages personal data in a way that is compliant with the General Data Protection Regulations (GDPR).

Members' privacy is of the highest importance to the Association, and will never release your personal details to any third party without express consent.

For existing members or those applying for membership, certain personal information is collected (for example: names, email addresses, contact numbers, house numbers and bank details where appropriate).

All such information, both in digital and paper form, is held securely by the Association on relevant Committee members' computers and filing systems who endeavour to comply with all applicable Data Protection regulations and will treat all personal information as confidential.

The Association may change this policy from time to time by updating this document and will notify members accordingly.

This policy is effective from 25th May 2018 and a copy of this policy document is held on the Association web site www.wura.org.uk

WHAT WE COLLECT

We may collect the following information:

- Name and surname of house owners/occupiers
- Email address
- Telephone Numbers
- Bank details
- Council tax band of members property

WHAT WE DO WITH THE INFORMATION WE GATHER

The Association require this information to collect road maintenance levies and for the following reasons:

- Internal record keeping in accordance with being a member.
- To fulfil our obligations to the membership
- To keep the roads including footpath 157 (Welcomes Road) in good repair and unobstructed
- By using the contact details provided to issue emails to members or deliver letters or circulars to members houses providing information on meetings, road repairs and closures, activities in roads by utility companies, hedge and verge trimming, road sweeps, criminal activities, cold callers and scams which members may find relevant.
- The Association may use certain information to customise the website to reflect members' interests.
- To issue periodic Newsletters in hard copy and digital form to ensure that the full membership is kept informed of matters that may be relevant to members and for the administration of the Association

This information is not shared with third parties unless specifically stated. Members can unsubscribe at any time via phone, email or letter to the Secretary of the Association.

CONTACT POLICY

The Association would like members to be able to receive news about the roads and may do this in various ways including email, post, SMS, phone and social media but only if individual members would like to receive such communications.

Members' privacy is important to us and members are always in control of what WURA does with their personal information.

This is our simple customer contact promise:

- We will never pass members personal details to any third party
- We will only use members details to help personalise communications

The Association will make sure our contact with you is relevant based on the information you give us.

Members can opt out at any time.

All members need to do is to notify their contact preferences by email to secretary@wura.org.uk and the Association will comply with such preferences.

The Association will always comply with the Data Protection Act 1998 and the GDPR.

SECURITY

The Association is committed to ensuring that members' information is secure. To prevent unauthorised access or disclosure suitable physical, electronic and managerial procedures to safeguard and secure the information collected from members has been put in place. On changes of committee member data will be transferred by password protected flash stick. Personal computers are password protected.

International transfers of your personal information

The Association does not transfer your personal information to International third parties.

Personal Data Security and Confidentiality

The Association maintains adequate technical and organisational security measures to protect your personal information from loss, misuse, and unauthorised access, disclosure, alteration, or destruction.

Access and Correction Rights

Members can request access to, and can update and amend their personal information, and can exercise any other rights enjoyed under applicable data protection laws, including, for example, objection to and blocking of the processing of your personal information, by contacting us – For security reasons, we reserve the right to take steps to authenticate members identity before providing access to personal information. You will not be charged for this request.

Retention of data

The Association will keep your personal information for as long as necessary for the purposes for which it was collected, to provide you with services and to conduct our legitimate administrative activities or where otherwise required by law. WURA is required under UK tax law to keep members basic personal data for Membership (name, address, contact details) for a minimum of 7 years following members departure following sale of members property after which time it will be destroyed.

Changes to the Policy

The Association reserves the right, at our sole discretion, to modify, add or remove sections of this privacy policy at any time and any changes will be notified to you using the email or postal address given to the Association or on the web site www.wura.org.uk.

Privacy Queries

If members have any questions regarding this policy, or wish to update details or remove personal data from the Association's records, please email the secretary@wura.org.uk or write a letter to the Secretary.

Our Data Protection Officer is the Secretary (Richard Russell), who can be contacted by:

Telephone: 020 8668 7293 or E-Mail: secretary@wura.org.uk

Further information about Data Protection can be obtained from the Information Commissioners Office at the ICO web site www.ico.org.uk