

## **Egham Residents Association** **Privacy Policy**

### Who we are

The Egham Residents Association (ERA) champions the interests of the people of Egham by enabling residents' active participation on issues that affect the future of our town and by co-ordinating involvement in community events. We keep abreast of policy and planning proposals that affect Egham, inform the local community and ensure that its voice is heard. So that residents' interests carry weight on representative bodies, we support the election of independent local councillors.

The committee is composed of volunteers. A small annual subscription combined with fundraising events pays for necessities for the functioning of the group.

Member personal information can be given by completing a paper form or on-line form. We take the security of your information seriously and take all practical steps to safeguard this. We do not sell or share data with third parties other than trusted service providers which include carrying out the electronic payment function, website hosting, emailing function and social media (see below under Facebook, Twitter and Square payment).

This policy statement is designed to inform you about what information we hold and what we do to protect it. However, we would like to point out that complete protection cannot be guaranteed and security gaps are possible. We encourage you to read this policy statement and to check back for updates.

### What information we hold

Name  
Address  
Email (if applicable)  
Telephone number (this applies only to on-line payment)

### How we use this information

We use this data to contact members for the purpose of disseminating ERA news (including email news updates and the quarterly ERA newsletter), keeping members informed of ERA activities, asking for help at local or relevant events and maintaining the membership role. We may keep a record of an ongoing dialog until its resolution.

### Storage and retention periods

Storage of membership data is centralised electronically and password protected. Paper membership forms are passed to the membership secretary who takes sole charge of these and their processing. Paper copies are destroyed once processing is done, allowing reasonable time for checking. Data Access is strictly limited to relevant committee members who need to carry out processing or dissemination functions. Separately, a time-limited, password protected email contact list of current members is maintained by the Association Secretary for purposes described above.

Distribution of printed copies of the Egham Residents Newsletter (an option for those who prefer this to an electronic version) is done by Area Representatives – volunteer members – who, each quarter, are given a list of addresses for hand delivery.

Membership is collected annually and tied to the calendar year. However, people can join at any time and, to ensure continuity of communications, we regard members as active beyond the calendar changeover to allow for delays in renewals. It is our policy to delete personal member data from the previous year once a reasonable grace period has passed.

### Internet/on-line services

Website hosting. Members and non-members can view ERA content via its website.

In addition, the ERA website offers an on-line payment facility. This involves completing an online form, volunteering relevant personal information (name, address, email, telephone number) and choosing whether to receive ERA newsletters via email or print. Information given this way will be processed by the ERA's web hosting service, stored securely by ERA's webmaster (a committee member) and shared with the treasurer and membership secretary to be added to the membership role.

On-line credit card payment can be made through Ireland-based electronic payment gateway service "Square". ERA does not have access to your card details. You can learn about Square, its privacy policy and how it uses your information when you make a payment by visiting:

<https://squareup.com/gb/en/legal/general/privacy-no-account>

## Cookies

Cookies are small data files that are stored on your hard drive or in your device memory when you visit a website or view a message. Among other things, cookies can retain your preferences or account settings in situations and gain information about user activity. They can also increase website functionality and user experience.

Certain cookies last only for the duration of your web or application session and expire when you close your browser or exit an application. Other cookies are used to remember you when you return to use a service and, as such, will last longer.

Most web and mobile device browsers are set to automatically accept cookies by default. However, you can change your browser settings to restrict or prevent automatic acceptance of cookies.

ERA does not retain information about your web views, though other services connected to our website may.

The "Square" payment gateway does use cookies and you can view its Privacy Notice (see link above) to learn more about its use of cookies.

## Facebook and Twitter

We would like to point out that Facebook and Twitter use cookies. ERA does not influence this. ERA has a Facebook page. Facebook is a social meeting place on the internet. If you are logged into Facebook when you visit our Facebook page, Facebook is able to remember your visit. Facebook's data policy provides information about the collection, processing and use of personal data by Facebook. This can be viewed at <https://facebook.com/about/privacy/>

Twitter is a multilingual publicly accessible microblogging service where users can post and disseminate so-called tweets, i.e. short messages. ERA uses a "Twitter" platform which can be viewed by anyone. Applicable data protection regulations as they apply to Twitter should be viewed on Twitter's privacy statement at <https://twitter.com/en/privacy>

## Your rights

You have the right to, at any time, confirm what personal data is held or clarify, amend or request the deletion of personal data. You may at any time withdraw consent to processing of personal data. You also have the right to make a complaint to the relevant data protection authority, which is the UK Information Commissioner's Office.

## Contact

To make any changes to your data or if you have any questions please contact the Membership Secretary: [era-membership@eghamresidentsassociation.co.uk](mailto:era-membership@eghamresidentsassociation.co.uk) or ERA Secretary: [adrianskelt@eghamresidentsassociation.co.uk](mailto:adrianskelt@eghamresidentsassociation.co.uk); tel: 07956-875329.

If you would like a copy of this policy or if you have any questions please make contact as above or ask any committee member.