

ARAC Privacy Policy

Andover Radio Amateur Club (ARAC) POLICY

Title: **General Data Protection Regulation (GDPR)**

Date: November 2019

ARAC is committed to safeguarding your privacy. This statement explains how we will collect, process and disclose information about you. This statement may change from time to time, so please check this page periodically. It addresses the following subjects:

- The information we collect
- Where we collect information from
- How we use your information
- How long we keep your information
- Managing your communications from us
- Sharing your personal information
- Your information is secure
- Your rights about your personal information
- Changes to our Privacy Policy
- How to contact us
- Further information

It is important that you feel confident that your personal information is in safe hands. ARAC takes your privacy extremely seriously and takes all reasonable steps to ensure your information is secure.

The use of your personal information, why we collect it and what we save varies depending on how you interact with ARAC and what consent you have given us. We will do our best to indicate this throughout this statement.

The information we collect

We may collect a variety of personally identifiable or sensitive information from you. For members, we may collect:

- Any **personal details** you may choose to give us, such as your name, age, licence information address or email address, emergency contact person. We store this so that we can keep in touch with you and manage your subscription
- Your **financial details** if you have had a financial interaction with us, e.g. subscriptions or expenses
- Any **physical or mental health information** that you may have given us in relation to your special needs to sit examinations. This is so we can administer any allowances or exemptions fairly

For mailing list subscribers, we may collect:

- Any **personal details** you may choose to give us, such as your name, callsign and email address. We store this via Mailchimp so that we can keep in touch with you and notify you with regard to the ARAC Boot Sales.
- Your **financial details** if you have had a financial interaction with us, e.g. Boot Sale purchases

Where we collect information from

- **From you directly** – for example when you fill out a membership form
- **From external sources** – for example when you interact with us on social media
- **From other organisations** – for example when you give permission or where your personal data is publicly available, such as licence information
- **From our website**, when you visit. For example, we use software such as Google Analytics to identify which pages on our website are visited most. This information is collected automatically. It does not contain any personal or sensitive information, so browsing is anonymous. Our web server log retains IP address data for one month for the purpose of detecting and preventing fraud and unauthorised access, and to maintain the security of our systems

- **By email or contact forms**, when you contact us with questions

How we use your information

Whenever you interact or communicate with us, we collect personal information.

For contractual purposes: When you join ARAC as a member, we need to use your personal information to provide the membership to which you have subscribed.

Service-based purposes: We may let you know about other ways you could help us – whether that is through events, volunteering, or educational activities. We may contact you by post, telephone or email to provide you with membership services or information about your membership. However, you are always able to change your preferences by contacting a member of the ARAC Committee.

By consent: When you opt to receive contact with ARAC, like Boot Sale emails via Mailchimp or using the IO Reflector Group and email for contacting members.

Processing membership applications: Your personal information allows us to communicate with you and, if relevant, assess your suitability for membership.

To improve our processes and services: We value any feedback, including complaints, in order to improve the smooth running of the club and communication with our members.

When you give us your details, we will always tell you what we are going to do with them. If we request your contact details for any reason, you will always have an option not to give them to us or to opt out later on.

How long we keep your information

We will retain your personal data only as necessary to provide the membership to which you have subscribed. At your request, or if you do not renew your membership within two years, we will delete any information that we no longer have a legitimate reason to retain unless you ask us not to. We need to retain sufficient information about you in the event of an insurance claim in the future so that we can identify you and confirm that you held membership for the relevant period. We may also need to retain other information, such as financial details for six years, to comply with legal or statutory requirements. As the reason for retaining certain types of information varies, the retention periods can vary significantly. Please contact us directly if you require further information on specific retention periods.

Managing your communications from us

It is always your choice with regard to your interaction with us. With regard to your membership information, you can change your mind at any time by contacting any ARAC Committee Member. For communication purposes, you can opt out of the Mailchimp or IO Reflector emails by using the “unsubscribe” button.

Sharing your personal information

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

We never sell your personal details to third parties. We do share your data with ARAC Committee members to respond to your questions. Whenever we share or transfer your personal information, we comply with the standards set by the GDPR and this privacy statement at a minimum.

Your information is secure

The security of your information is of utmost importance to us. We seek to use reasonable measures to protect your information as required by the law, in line with industry standards and in accordance with the policies ARAC has set. Sensitive data is held under strict security conditions.

Your rights about your personal information

You have the right to:

- Ask to see the personal data we hold about you. This is called a Data Subject Access Request (DSAR)
- Request the correction of your personal data when incorrect, out of date or incomplete

- Change your mind about your preferences or withdraw consent for us to use your personal data

Data Subject Access Request: You can make a Data Subject Access Request by contacting any ARAC Committee Member.

If we do hold information about you, we will:

- Describe the information we hold and tell you why we are holding it
- Tell you who it could be shared with
- Provide you with a copy of the requested information in an easy-to-understand format

Checking your identity: To protect the confidentiality of your information, we will ask you to verify your identity before proceeding with any request you make under this Privacy Notice. If you have authorised a third party to submit a request on your behalf, we will ask them to prove they have your permission to act.

Correction of personal information: If we do hold information about you, you can ask us to correct or amend any inaccurate or incomplete information by contacting any ARAC Committee Member. We will either make the requested amendments or provide an explanation as to why we are not making changes.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website.

Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement.

You should exercise caution and look at the privacy statement applicable to the website in question.

Changes to the privacy policy

We keep our privacy notices under regular review. This privacy notice was last updated in November 2019.

How to contact us

If you have any questions or concerns about your personal data, please contact any ARAC Committee Member.

Further information

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

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

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

If you wish to learn more about the GDPR and security policy regarding the third-party suppliers of our mailing list and IO reflector group, please go to these pages :

<https://mailchimp.com/legal/privacy/>

<https://groups.io/pdfs/Data%20Processing%20Agreement.pdf>