

Devon and Exeter Institution: Privacy Policy

1. Who are we?

We are the Devon and Exeter Institution (DEI), registered charity number 1172445

This policy explains when and why we collect personal information about our members and other users of the DEI, how we use it, the conditions under which we may disclose this information to others and how we keep it secure. Whilst we will keep all your personal information confidential, we reserve the right to disclose this information in the circumstances set out in this policy.

2. How do we collect information from you?

Information is collected when you complete our application form either on paper or on-line. Additionally, we may ask for some contact details when you attend events organised by the DEI or if you become a volunteer.

3. What information may we hold about you?

- First and surnames
- Postal address
- Home, mobile and work telephone numbers
- Date of birth
- Your interests
- Any mobility issues that you may have
- Emergency contact name and telephone number
- DEI events that you have attended
- Any communication that you may send to us either by letter or email.

4. How do we use information that you provide to us?

- To ensure that we keep accurate membership records as required by the Charity Commission and other partner organisations.
- To remind you of your membership renewal
- To notify you of any events, activities, consultations or change of service details at the DEI or its website
- To send you regular newsletters either electronically or by post
- To contact you about volunteer or other duties you may perform at the DEI
- To contact you about any loan of books or other materials that you may have
- To seek your views on any aspect of the DEI
- For our internal use, including statistical, survey or quality control purposes

5. Who has access to your information?

Trustees, staff or other authorised persons at the DEI. We are committed to ensuring that your personal information is secure. To prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect from you.

We also use third-party providers to support our service, all of which are GDPR compliant. If you make a purchase from us by card, your personal information is not held by the DEI; it is collected by our payment processor, GoCardless. We use WebCollect to manage our online membership data, subscriptions renewals, event registration and bookings, to collect payments via GoCardless or card and to send communications to members. We use Quickbooks Online to record our accounts.

We do not sell or rent your information to any third party.

5. Retention and storage of personal information

We will only keep your personal information for as long as it is necessary for the relevant purpose. Guidelines for retention and storage are set out in our Data Protection policy which we are committed to review on a regular basis.

6. How can you opt out?

You have a choice about whether you receive information from us about activities, events, consultations either by email, post or newsletter. We will not contact you unless you have given your prior consent.

7. Accuracy of data

Please let us know if any of your personal details change. You can check and amend your own personal details on WebCollect.

8. Website and social media

Our website does not use cookies. No personal information is entered onto our Twitter or Facebook accounts. Prior individual permission is sought for the use of any personal photographs.

9. Access to your information

You may request details of personal information we hold about you by making a request under the Data Protection Act 1988. You may make a request in writing to the Hon Secretary, Devon and Exeter Institution, 7 Cathedral Close, Exeter, EX1 1EZ. You may be asked to provide proof of your identity and address as part of this process

10. Review of this policy

This policy is kept under review and we reserve the right to change this at any time.

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