Privacy Policy of The Friends of Medway Archives (FOMA)

Excepted Charity registration number: XR92894

OUR POLICIES

The Friends of Medway Archives is committed to the protection of your rights and your privacy.

OUR PRIVACY POLICY

We are committed to protecting the privacy of our supporters. We take your privacy seriously and treat all the information you give us with great care.

Our Privacy Policy explains how we collect, store and use the personal information you give to us. If you have any questions concerning your personal data and how we look after it, then please contact our Membership Secretary.

WE GUARANTEE

To be clear about why we need to collect your personal information and what we are going to use it for.

- To only collect the information we need to make sure we fulfil the terms of your membership
- To never sell or share your personal information, or let other organisations use it for marketing
- To take good care of your personal information and make sure it is up to date, safe and secure at all times.

POLICY OVERVIEW

We collect personal information from our supporters who use our website; supporters who apply to become Members, make a purchase or donation and from those who get in touch with us directly. We do this both electronically and in paper format.

In addition, we also collect details automatically about the pages you visit on our website. Please see our Cookies Policy below for more information.

By choosing to share your personal information with us, you agree to our collection and use of that information as described in this policy.

We use the information you share with us to:

- To carry out reasonable administration of your membership, donations, bookings, volunteering and other services
- To keep in touch with you in a way that you want us to
- To make sure you receive the product, service or information you requested or purchased
- To better understand our members so that we can personalise and improve the services we offer.

For details of how we do this, please see the full policy below.

WHAT INFORMATION DO WE COLLECT AND HOW?

We collect personal information about you that helps us to deliver and improve our services. This includes:

- Name and address
- Email address and telephone number
- Payment information such as credit card and bank details
- How you would like to hear from us
- Details of membership, purchases, Gift Aid Declarations, donations and gifts in your will
- Details of your volunteering activity
- Enquiries and feedback
- Interaction with our social media pages

If you have contacted us on behalf of an organisation, for example making a tour booking, we will also store the information of the organisation.

When visiting our website, we may also collect information about your IP address and the pages you visit. This helps us to understand which areas of our website are most useful to our supporters and make improvements. This information does not normally identify you personally unless you choose to provide us with additional information. Please see our Cookies Policy below for more information.

WHAT DO WE DO WITH YOUR INFORMATION?

We will make sure that you receive the service or product you have requested, process any payments and send you information relating to that service or product.

We process personal information only where we have a lawful basis to do so. This may include:

- Fulfilling our obligations to our members
- Complying with legal and financial requirements as an excepted charity
- Carrying out the legitimate activities of the Friends
- Obtaining consent where required, such as for email communications.

If you have joined as a Member, this will include sending you confirmation of your purchase and membership materials such as membership cards, regular hard-copy newsletters and email newsletters. We will also send you information about membership renewal and information relating to your Direct Debit payments.

We will also do our best to keep your information up to date. This includes monitoring returned mail to let us know if you no longer live at the address we hold for you and monitoring bounced emails.

Please do let us know if your details change.

MARKETING AND COMMUNICATIONS

Receiving information from the Friends of Medway Archives will always be your choice, and you can choose how you would like to receive information from us.

You can also change your mind at any time and we will keep your preferences up to date.

We typically limit the number of communications we send to make sure we are not sending you too much.

We will only contact you by email if you have told us you would like to hear from us in this way.

To unsubscribe from these emails, please contact the FOMA Membership Secretary.

We will also contact you by post, typically to deliver your quarterly journal.

WHO WILL HAVE ACCESS TO MY INFORMATION?

Your information will only be accessible to Friends of Medway Archives Committee Officers if it is appropriate in order for them to carry out their role in line with this Privacy Policy.

We will never sell your personal information, or let other organisations use it for their own purposes.

Our website may contain links to other websites that are outside our control and are not covered by this Privacy Policy. If you access other sites using the links provided, the operators of these sites may collect information from you that will be used by them in accordance with their privacy policy, which may differ from ours.

HOW DO WE KEEP YOUR INFORMATION SAFE?

We are committed to keeping your personal information secure. Appropriate technical and organisational safeguards are in place to protect personal information from unauthorised access, loss, misuse or disclosure, and these safeguards are reviewed regularly.

Although no internet-based service can guarantee complete security, we take reasonable precautions to protect the information you provide to us and to ensure it is stored securely.

We will retain personal information only for as long as necessary to fulfil the purposes for which it was collected. In most cases, this will be up to two years after your last interaction with us. Certain records, including financial and Gift Aid records, may be retained for longer where required by law or regulatory requirements. Once personal information is no longer needed, it will be securely disposed of.

HOW TO GET IN TOUCH AND UNDERSTANDING YOUR RIGHTS

Under UK data protection legislation, you have the right to:

- Request a copy of the personal information we hold about you
- Request that inaccurate information be corrected
- Request that your personal information be erased where appropriate
- Object to or restrict certain types of processing;
- Withdraw consent where processing is based on consent
- Lodge a complaint with the Information Commissioner's Office (ICO).

If you wish to exercise any of these rights, including making a subject access request, please contact our Membership Secretary. Contact details are provided at the end of this policy. You also have the right to lodge a complaint with the Information Commissioner's Office (ICO) if you believe your personal information has been processed unlawfully.

COOKIES

When we provide services, we want to make them easy, useful and reliable. When services are delivered on the internet, this sometimes involves placing small amounts of information on your device, for example, computer or mobile phone. These include small files known as cookies.

Cookies generally do not directly identify an individual, but may be used to distinguish users and improve website functionality and performance.

These pieces of information are used to improve services for you through, for example:

- Enabling a service to recognise your device so you don't have to give the same information several times during one task.
- Measuring how many people are using our services, so they can be made easier to use and there's enough capacity to ensure they are fast.

THIRD PARTY COOKIES

To make it easy for you to use and share our website, we embed features from other websites such as Facebook and Twitter. Browsing the Friends of Medway Archives website may place cookies from these third-party websites on your computer. The Friends of Medway Archives has no control over these cookies so it is not always possible to list them and they are liable to change without notifying us.

We may refer to companies, organisations and public bodies and enable access to their websites directly from our website. Each company, organisation or public body operates its own policy regarding the sale of personal data and the use of cookies. If you have a particular interest in, or concern regarding the way your data will be used, then you are advised to read the Privacy Statement on the relevant website.

In addition to these policies, your personal data is protected in the United Kingdom by the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Under this legislation, we will only process any data we hold about you in a lawful and fair manner. We will keep your data securely to prevent unauthorised access by third parties. Your personal data may have to be disclosed if we are required to disclose it by law, or as a result of a lawful request by a governmental or law enforcement authority.

ACCESSIBILITY

Our website aims to conform to the World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG) 2.1 and 2.2. Our website (foma-lsc.org) should display correctly within Chromium-based browsers as well as Firefox, Safari and Opera. There may be some areas that require you to have JavaScript turned on to work.

For any queries regarding this policy, please contact:

FOMA Membership Secretary
c/o The Medway Archives Centre,
32 Bryant Road,
Strood,
ME2 3EP.

Alternatively, please email the Membership Secretary: membership@foma-lsc.org

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Website: https://foma-lsc.org/