



PRIVACY POLICY

Torquay United Supporters Trust (TUST) has a written privacy policy that outlines how it uses and protects any information that you give to TUST.

TUST is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified, then you can be assured that it will only be used in accordance with this privacy statement.

TUST may change this policy from time to time and if any changes are made you will be notified to check that you accept any changes. This policy is effective from 25th May 2018.

What Data is Held?

TUST may collect the following information as part of the application process to become a member.

- Your name
- Contact address, Email address and Telephone Number

Why is Data Held?

The information is required for the following reasons:

- **Internal record keeping** - TUST requests this information in order to maintain a database of members so that information can be shared amongst the membership. Communication may be made by e-mail, post or telephone if necessary. E-Mail is the preferred method of communication and will be used for general membership information including Newsletters and Updates.
- **To improve services and seek your views on TUST related issues.**
- **TUST Marketing communications** – These will be restricted to causes central to TUST long term objectives in order to conform to the legitimate business interests criteria of the General Data Protection Regulations (GDPR)

Your details will not be passed to a third party. The provision of this notice to you assumes your consent for data to continue to be held for the reasons specified above.

How and Where is data held?

TUST is committed to ensuring that your information is secure.

In order to prevent unauthorised access or disclosure, TUST has put in place suitable physical, electronic and managerial procedures to safeguard and secure the information it collect's both manually and electronically. Your data will be held in the following manner:

- Data obtained at the sign-up process via www.tust.co.uk is fed to the Membership Secretary via e-mail where it is then populated onto the membership database

Torquay United Supporters' Trust is a registered society under the Co-operative and Community Benefit Societies Act 2014 (registered as Torquay United Supporter's Society Limited, registration number 30153R)

4 Church End Road, Kingskerswell, Devon, TQ12 5DS 7RL

Main E-Mail: info@tust.co.uk



- Data is held in a Membership Database held via a secure online password protected system accessible by certain agreed TUST board members only
- Data is also held temporarily on a local PC Hard drive held by the Membership Secretary / Treasurer at the time. The Hard Drive is also password protected.
- Bank Details provided at the sign-up stage are not provided to TUST. At the sign-up stage you are re-directed to a secure website provided to our direct debit partners "**Go Cardless**". You will be asked to accept their terms and conditions at that point, including their own Privacy Policy. Further information is available at <https://gocardless.com/legal>
- For communicating with Members we use a central e-mail system provided by www.mailchimp.com. The only data input is your name and e-mail address sufficient to enable the electronic communication of Newsletters and Updates. Further information is available at <https://mailchimp.com/legal/privacy>

You may choose to restrict the collection or use of your personal information in the following ways:

- If you have previously agreed to TUST using your personal information, you may change your mind at any time by writing to TUST at **4 Church End Road, Kingskerswell, Devon, TQ12 5DS** or via e-mail using the "Contact Us" section of the www.tust.co.uk website
- TUST will not sell, distribute or lease your personal information to third parties unless it has your permission or are required by law to do so.
- You may request details of personal information TUST holds about you. If you would like a copy of the information held on you, please email us using the "Contact Us" section of the www.tust.co.uk website. TUST will respond to you within the appropriate timescales indicated by the General Data Protection Regulations (GDPR).
- If you believe that any information TUST holds on you is incorrect or incomplete, please write to or email as soon as possible at the above address. TUST will promptly correct any information found to be incorrect.
- TUST will not keep personal data longer than is necessary for the purpose(s) for which they were collected. TUST will take all reasonable steps to destroy or delete data which is no longer required.
- TUST will retain membership records in case of any query for a period of 7 years to meet the legal Limitation Period from when your membership is cancelled.
- Under the General Data Protection Regulations (GDPR) you have the right to request the deletion of your data. Any requests for such action should be via e-mail using the "Contact Us" section of the www.tust.co.uk website. All requests will be considered in line with our legal obligations.

In summary, the TUST's privacy promise is:

- To keep your data safe and secure
- It won't sell or pass on your data without your written permission
- You can manage and review your data and marketing choices at any time

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