

# 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, Mrs Betty Cole at 98 The Wharf, Dock Head Road, Chatham ME4 4ZS, Kent. Telephone: 01634 892976; email: [betty-cole@outlook.com](mailto:betty-cole@outlook.com)

## 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.

In choosing to share your personal information with us, you will be agreeing to our collection and use of your information as described in this policy.

We use the information you share with us 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

Make sure you receive the product, service or information you requested or bought  
To better understand our supporters so that we can personalise and improve the services we offer.

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

This policy was last updated on 16/04/2018.

## 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 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 does not tell us who you are and where you live until you choose to provide use with that information. Please see our Cookies Policy below for more information.

## WHAT DO WE DO WITH YOUR INFORMATION?

### PROCESSING

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.

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 included 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. Every email will have a link to help you unsubscribe if you want to stop this.

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

## WHO WILL HAVE ACCESS TO MY INFORMATION?

Your information will only be accessible to Friends of Medway Archives Executive 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?

All networks used to process your personal information utilise up to date internet security software. We regularly review our measures to ensure they are up to date and in line with latest developments, particularly when we are handling payment information.

Data that is transmitted via the internet or in email cannot be 100% secure. As a global environment, transmitting data to us may take place outside the European Economic Area.

We will take every reasonable precaution to keep your information safe, but it cannot be guaranteed so please be aware that any information you do transmit to us is at your own risk. Once we have received your information, we will use our best effort to ensure its safety within our network.

We will only hold your personal information for as long as is reasonably necessary to carry out services and administer your relationship with us. Typically, this is two years since your last interaction with us. After this time, we will dispose of your personal information securely.

## HOW TO GET IN TOUCH AND UNDERSTANDING YOUR RIGHTS

You have a right to a copy of the information we hold about you. This is called a subject access request.

If you would like to make a subject access request, you can do so by contacting our Membership Secretary, Mrs Betty Cole at 98 The Wharf, Dock Head Road, Chatham ME4 4ZS, Kent. Telephone: 01634 892976; email: [betty-cole@outlook.com](mailto:betty-cole@outlook.com)

## 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. They cannot be used to identify you personally. 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 UK by the Data Protection Act 1998. Under this Act, 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

We aim to conform to level Double-A of the World Wide Web Consortium (W3C) Web Content Accessibility Guidelines 2.0, which help make the web more user friendly for all people.

Our website should display correctly in the current and previous two versions of Firefox, Chrome, Internet Explorer, Safari and Opera. There may be some areas that require you to have JavaScript turned on to work.

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Website: <http://foma-lsc.org/>