

THE GLASS ASSOCIATION — March 2018.

## **PRIVACY STATEMENT AND POLICY**

We respect your privacy. Here's how we do it.

### **Who we are and how to contact us**

Glass Association .

*Registered Office:*

The Red House Cone High Street Wordsley Stourbridge DY8 4AZ.

Registered Charity No: 326602

email: [membership@glassassociation.org.uk](mailto:membership@glassassociation.org.uk)

Our current personnel are listed on [www.glassassociation.org.uk](http://www.glassassociation.org.uk)

### **What information do we collect about you, and why?**

We collect personal data that you have consented for us to use as part of our work in:

- a) The history and appreciation of glass through exhibitions, meetings, seminars and other appropriate means.
- b) The understanding and appreciation of historical and contemporary glass.
- c) The practice of the craft of glassmaking.
- d) The study and collection of glass.

Email, and other forms of communications may be sent to you on the understanding that you have consented to be informed about the Glass Association.

Our principal means of communication is by email and for members by our publications.

We do not hold, nor do we seek, any information considered 'sensitive' or 'privileged'. This includes details such as your religion, sexuality, political leanings or health.

Most of our supporters are adult and will appear on our general database but in the interests of child protection details of under-18s may be maintained in a separate section on the site, for no other reason than our communications can be moderated if necessary - albeit we cannot envisage any general instances where this would arise.

### **What we do with your information**

*We may wish to:*

- keep you informed of developments at the site such as news and events.
- distribute communications including email bulletins.
- inform you of developments in organisations with whom we work closely.
- send you a survey for market research purposes.
- send you promotional, marketing or fundraising information.
- advise you of other products, services or functions related to the work of the Glass Association.

In addition, there are (where applicable) some Membership and donation communications that we are required to send regardless of your contact preferences. These are essential communications, deemed necessary to fulfil our contractual obligations to you. This would include payment confirmations and advanced notices, thank you letters, member benefits,

renewal reminders, Gift Aid confirmation letters and querying returned mail or bounced payments with you.

We routinely review your information to ensure it is current and relevant. If these criteria no longer apply, the information is permanently deleted.

You may inspect the data held on you at any reasonable time and may also correct, amend or delete some or all of the information held. This will be at no fee unless the amount of requests you make is deemed 'manifestly unreasonable or excessive' in which case a reasonable charge may be made, depending on the amount of work required to answer your requests. We will always seek proof of your identity before revealing information to you. Access requests should be made in the first instance either to the address at the head of this statement or via [membership@glassassociation.org.uk](mailto:membership@glassassociation.org.uk).

If you do not wish your details to be held in this manner or do not wish to receive further information then send an email with 'Unsubscribe' in the subject field, or otherwise contact the originator by other means, who will issue confirmation of deletion by return if practicable or as soon as possible. A brief indication as to why you wish to unsubscribe, though not a requirement, would be appreciated.

### **Who we might we share your information with**

The only information shared, in the case of members, is your name and address details with the dispatcher of our publications. Under no circumstances whatsoever will such details be divulged to any other third party, albeit they may already be in the public domain. This excludes provisions where we may be obliged to disclose under jeopardy of legal order or other such requirement.

### **How we keep your information secure**

Your details, which extend no more than necessary to distribute material as described above are held on a secure electronic storage and retrieval system to which only the membership secretary has sole access. It is password-protected by means of a 'strong' password in a combination of digits, lower-case and capital letters that is known only to the holder and information is not transferred externally via USB, disc or other device or means.

Paper records, for example hard copy membership forms are securely held then scanned onto the system then they are securely destroyed. Telephone calls are not recorded. No information will be held outside the EEA.

### **How long do you keep the information?**

No longer than is necessary in line with our retention policy or until you tell us you do not wish to receive messages from us. All information held is checked regularly for content, accuracy and relevance..

We may contact you at some juncture to ascertain you still wish to receive our output and that your details are accurate. And, of course, you may request your information to be deleted completely at any time.

### **Our website**

[www.glassassociation.org.uk](http://www.glassassociation.org.uk) has no other function than to promote the work of the GA and allows the purchase of membership and past publications.

Our website contains no confidential or restricted information and does not store any details unless you are a member and have requested a login.

If you purchase membership or publications then it is PayPal who hold the details of your payment. We are notified that you have paid and have your name and address details to enable us to send you the publications or add you to our membership database.

Cookies are small strings of code stored on a computer to hold a modest amount of data specific to a particular client and website. You may wish to seek technical advice on this from a computer specialist but please note that we do not knowingly use cookies in managing or processing your data.

### **Other websites**

Our links pages may contain reference to other websites. Whilst every effort will be made to ensure the accuracy of our links, the GA accepts no responsibility for external website content and this Privacy Statement applies only to our organisation.

### **Changes to our policy**

We regularly review our Privacy policy and the accompanying statement may be modified from time to time to take account of changes. These will be posted on this page and will apply from the time we post them.

This Policy was last amended on 25 March 2018.