



# **EASTBOURNE TALKING NEWSPAPER ASSOCIATION**

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## **Privacy Policy**

Eastbourne Talking Newspaper Association (hereafter 'ETNA') treats your privacy rights seriously. This privacy policy sets out how we will deal with your personal information, that is, information that could identify, or is related to the identity of, an individual.

### **What personal information do we collect?**

When you express an interest in joining ETNA you will be asked to provide certain information. This includes:

- Name
- Home address
- Email address
- Telephone number
- Mobile number
- Confirmation of your visual impairment (if applicable)
- Date of birth (not obligatory)

### **How do we collect this personal information?**

We collect information about you as follows:-

- Directly from you via an Application Form
- As a referral from an authorised third party

At the point that your personal information for joining ETNA as a volunteer, listener or employee is received, we will also request that you provide consent for us to store and use your data. Your consent is required in order to ensure our compliance with data protection legislation.

### **How do we use your personal information?**

We use your personal information:

- To provide the services of a talking newspaper

- For administration and management purposes
- To communicate with you as deemed necessary and in accordance with your instructions
- To monitor, develop and improve the service provided by ETNA

We will communicate with you by our recordings, email, other digital methods, telephone and post as we deem necessary and appropriate but in accordance with any instructions provided.

### **Who do we share your personal information with?**

We may disclose information about you, including your personal information:

- Internally - to employees and volunteers, as necessary to provide the talking newspaper service including events and services
- If we have a statutory duty to disclose it for other legal and regulatory reasons

Where we need to share your information outside of ETNA we will seek your permission and inform you as to who the information will be shared with and for what purpose.

### **How long do we keep your personal information?**

We need to keep your information for as long as you are a volunteer, and/or a listener and/or an employee with ETNA. If you choose to leave ETNA, in most instances, information about you will not be stored for longer than five years after the date of your departure. Employees' data will be retained for six years from the date of their resignation or dismissal. The exceptions to this are instances where there may be legal or insurance circumstances that require information to be held for longer whilst this is investigated or resolved. Where this is the case then the volunteer, listener or employee will be informed as to how long the information will be held for and when it is deleted.

### **How your information can be updated or corrected**

To ensure the information we hold is accurate and up to date, volunteers, listeners and employees need to inform ETNA as to any changes to their personal information. You can do this by contacting ETNA at any time:

Post: The Old Parsonage Barn, Ocklynge Road, Eastbourne BN21 1PL  
 Email: [info@eastbournetna.org.uk](mailto:info@eastbournetna.org.uk) Telephone: 01323 727273.

Should you wish to view the information that ETNA holds on you, you can make this request by contacting ETNA – as detailed above. There may be certain circumstances where we are not able to comply with this request. This would include where the information may contain references to another individual or for legal, investigative or security reasons. Otherwise we will usually respond within 14 days of the request being made.

### **How do we store your personal information?**

We have in place a range of security safeguards to protect your personal information against loss or theft, as well as unauthorised access, disclosure, copying, use, or modification.

The information you have provided will be held on a database/spreadsheet and, together with a hard copy of the Application Form you have completed, will be accessed by volunteers and employees only as necessary and appropriate

### **Availability and changes to this policy**

This policy is available via our website or as a printed copy from ETNA, as detailed above. This policy may change from time to time. If we make any material changes we will ensure all volunteers, listeners and employees are made aware of these changes, in any way we deem necessary and appropriate but in accordance with any instructions provided.

### **Contact**

If you have any queries about this policy, need it in an alternative format, or have any complaints about our privacy practices, please contact us:

**Post:** Eastbourne Talking Newspaper Assoc., Old Parsonage Barn,  
Ocklynge Road, Eastbourne. BN21 1PL

**Email:** [info@eastbournetna.org.uk](mailto:info@eastbournetna.org.uk)

**Telephone:** 01323 727273

Policy review date: September 2020

I confirm that I have received a copy of Eastbourne Talking Newspaper Association's Privacy Policy. I have read and understood the Policy and give my consent for any information that I have provided to be processed as described in the Policy.

Name .....

Signature ..... Date .....