

## HARS Privacy Policy

The Harwell Amateur Radio Society (HARS) is committed to safeguarding your privacy. This statement explains how we will collect, process and disclose information about you. This statement may change from time to time, so please check it periodically. It addresses the following subjects:

- The information we collect
- Where we collect information from
- How we use your information
- How long we keep your information
- Managing your communications from us
- Sharing your personal information
- Your information is secure
- Your rights about your personal information
- Cookies
- Links to other websites
- Changes to our Privacy Policy
- How to contact us
- Further information

It is important that you feel confident that your personal information is in safe hands. HARS takes your privacy extremely seriously and takes all reasonable steps to ensure your information is secure.

The use of your personal information, why we collect it and what we save varies depending on how you interact with HARS and what consent you have given us. We will do our best to indicate this throughout this statement. There may be other privacy policies that apply to certain services we provide. We will make it clear when they apply so please read them before you subscribe for those services.

### **The information we collect**

We may collect a variety of personally identifiable or sensitive information from you. For example, we may collect:

Any personal details you may choose to give us, such as your name, age, licence information address or email address. We store this so that we can keep in touch with you and manage your membership

Your financial details if you have made a purchase from us, such as a membership or a rally booking

Any physical or mental health information that you may have given us in relation to your special needs to sit examinations. This is so we can administer any allowances or exemptions fairly

### **Where we collect information from**

From you directly – for example when you fill out a membership form or when you make an exam or rally booking

From external sources – for example when you interact with us on social media

From other organisations – for example when you give permission or where your personal data is publicly available, such as licence information

From our website, when you visit. For example, we use software such as Google Analytics to identify which pages on our website are visited most. This information is collected automatically. It does not contain any personal or sensitive information, so browsing is anonymous. Our web server log retains IP address data for the purpose of detecting and preventing fraud and unauthorised access, and to maintain the security of our systems. By email or contact forms, when you contact us with questions or to access our services

## **How we use your information**

Whenever you interact or communicate with us, we collect personal information.

*For contractual purposes:* When you join the Harwell Amateur Radio Society (HARS) as a member, we need to use your personal information to provide the services to which you have subscribed. We will use your information to provide you with service-based and any critical membership communications and other membership services that you request.

*Service-based purposes:* We may let you know about other ways you could help us – whether that is through events, volunteering, or educational activities. We may contact you by post, telephone or email to provide you with membership services or information about your membership. However, you are always able to change your preferences by contacting us.

*By consent:* When you opt to receive a service like the monthly newsletter by email, we will use your data to provide that service.

*Processing volunteer applications:* Your personal information allows us to communicate with you and, if relevant, assess your suitability for the role.

*To improve our processes and services:* We value any feedback, including complaints, in order to improve the services we provide.

When you give us your details, we will always tell you what we are going to do with them. If we request your contact details for any reason, you will always have an option not to give them to us or to opt out later on. It is always your choice and you can change your mind by notifying us.

## **How long we keep your information**

We will retain your personal data only as necessary to provide the services to which you have subscribed. At your request, or if you do not renew your membership within two years, we will delete any information that we no longer have a legitimate reason to retain unless you ask us not to. We need to retain sufficient information about you in the event of a claim against us in the future so that we can identify you and confirm that you held membership for the relevant period. We may also need to retain other information, such as financial details for six years, to comply with legal or statutory requirements. As the reason for retaining certain types of information varies, the retention periods can vary significantly. Please contact us directly if you require further information on specific retention periods.

## **Managing your communications from us**

You can change your communication preferences at any time by notifying us

There is always an 'unsubscribe' button on emails you receive from us e.g. monthly newsletter

## **Sharing your personal information**

We may need to disclose your details, if required, to the police, regulatory bodies or legal advisers.

We never sell your personal details to third parties. Sometimes we may need to share your information with external organisations, for example Ofcom for licensing. Some of our suppliers may be outside the European Economic Area. Whenever we share or transfer your personal information, we comply with the standards set by the GDPR and this privacy statement at a minimum.

## **Your information is secure**

The security of your information is of utmost importance to us. We seek to use reasonable measures to protect your information as required by the law, in line with industry standards and in accordance with the policies HARS has set. Sensitive data is held under strict security conditions.

## **Your rights about your personal information**

You have the right to:

- Ask to see the personal data we hold about you. This is called a Data Subject Access Request (DSAR)
- Request the correction of your personal data when incorrect, out of date or incomplete Change your mind about your preferences or withdraw consent for us to use your personal data

*Data Subject Access Request:* You can make a Data Subject Access Request by writing to us at the address below or by using the HARS DSAR form which you can request.

*If we do hold information about you, we will:*

- Describe the information we hold and tell you why we are holding it Tell you who it could be shared with
- Provide you with a copy of the requested information in an easy-to-understand format

*Checking your identity:*

To protect the confidentiality of your information, we will ask you to verify your identity before proceeding with any request you make under this Privacy Notice. If you have authorised a third party to submit a request on your behalf, we will ask them to prove they have your permission to act and we will also verify their identity.

*Correction of personal information:*

If we do hold information about you, you can ask us to correct or amend any inaccurate or incomplete information by emailing us or writing to us at the address in the 'How to contact us' section below. We will either make the requested amendments or provide an explanation as to why we are not making changes.

## **Cookies**

Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

## **Links to other websites**

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website.

Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement.

You should exercise caution and look at the privacy statement applicable to the website in question.

**Changes to the privacy policy**

We keep our privacy notices under regular review. This privacy notice was last updated in October 2019.

**How to contact us**

If you want to request information about our privacy policy or have any questions or concerns about your personal data, you can email or write to us at:

The Data Protection Officer Harwell Amateur Radio Society 253 South Avenue  
Abingdon, OX14 1QT

Email: [membership@g3pia.net](mailto:membership@g3pia.net)

**Further information:**

The laws that say how your personal information can be used are:

The Privacy and Electronic Communications Regulations 2003 The General Data Protection Regulation (GDPR)

You can also contact the Information Commissioner's Office to find out more about types of personal information, its usage and your rights, or to report a concern.