



Data Privacy Policy

This Policy explains when and why we collect personal information about people who use the facilities provided by the Ipswich Institute, how we use it and how we keep it secure.

Any questions regarding this Policy and our privacy practices should be sent by email to library@ipswichinstitute.org.uk or by writing to The Manager, Ipswich Institute Reading Room and Library, 15 Tavern Street, Ipswich IP1 3AA, or telephoning 01473 253992.

Who are we?

The Ipswich Institute Reading Room and Library, an Educational Charity registered with the Charity Commissioners at www.gov.uk/government/organisations/charity-commission

How do we collect information from you?

We obtain information about you when you join as a member or when you enrol on one of our courses or events. We may have records and copies of your correspondence (including e-mail addresses), if you contact us.

What type of information is collected from you?

The personal information we collect might include your name, address, email address and telephone number(s).

How is your information used?

We may use your information to:

- process your membership subscription;
- process enrolments on courses or record ticket sales;
- to carry out our obligations according to our published terms and conditions for enrolment and event booking;
- send you regular (three times a year) programmes of courses and events
- send you ad hoc communications related to your membership of the Ipswich Institute and the activities and events available to members;
- notify you of changes to our services;
- seek your views or comments on the services we provide;

How long do we keep your data?

We review our retention periods for personal information on a regular basis.

We are legally required to hold some types of information to fulfil our statutory obligations (for example for accounting or insurance purposes).

We will hold your personal information on our systems for as long as you are a member or, if not a member, for as long as is necessary to manage the activities or events to which that information relates. Data relating to former members is deleted two years after the last date of membership.

Data Security

Membership records are held on a secure computer with appropriate firewall protection and is accessible only by our own staff.

Bank Card details left with us for the payment of course enrolments are not stored electronically. All paper records are held securely and shredded once payment has been taken.

Bank Account details are held only on paper Direct Debit mandates and are stored securely. Details are not transferred to a computer system except that which is managed by the bank that processes Direct Debit transactions.

Who has access to your information?

We will not sell or rent your information to third parties.

We will not share your information with any third party except where expressly permitted by yourself.

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