

# MAU3A Management Committee Handbook (2018-19 Version; January 2019)

A crib sheet for reference and update as required,  
and for those who have not done these jobs before

## Contents

Foreword – PLEASE READ

### 1. [Administrative Committees and Meetings](#)

#### 1.1. [Management Committee Membership, Role Descriptions](#) and [Meetings](#)

1.1.1. Management Committee Membership

1.1.2. Management Committee Role Descriptions

1.1.3. Management Committee Meetings

#### 1.2. [Group Co-ordinators Meetings](#)

#### 1.3. [Annual General Meeting \(AGM\)](#) and [Annual Report](#)

1.3.1. Annual General Meeting (AGM)

1.3.2. Annual Report

### 2. Finances

#### 2.1. [Group Accounts](#)

#### 2.2. [Annual Subscription](#)

#### 2.3. [Equipment Purchase and General Administrative Expenses](#)

#### 2.4. [Levy to Third Age Trust](#)

#### 2.5. [Charitable Status](#)

#### 2.6. [Gift Aid](#)

#### 2.7. [Insurance for MAU3A Events](#)

#### 2.8. [Bank Accounts](#)

#### 2.9. [Annual Accounts and Auditing](#)

### 3. [Membership](#)

#### 3.1. [Membership Requirements](#)

#### 3.2. [Membership Renewal Procedure](#)

**Version: January 2019**

- 3.3. [Membership Renewal Payments](#)
- 3.4. [Membership Exclusion](#)
  
- 4. [Data Protection and Data Privacy](#)
  - 4.1. [Data Protection Policy: General Guidelines for Committee Members and Group Coordinators](#)
  - 4.2. [Data Privacy Policy](#)
    - 4.2.1. What Personal Information Do We Collect?
    - 4.2.2. How Do We Collect & Store This Personal Information?
    - 4.2.3. How Do We Use This Personal Information?
    - 4.2.4. Who Do We Share Member's Personal Information With?
    - 4.2.5. How Long Do We Keep A Member's Personal Information?
    - 4.2.6. Member's Access To, & Update & Correction of Member's Personal Information
  
- 5. [Policies & Responsibilities for Committee Members & Group Co-ordinators](#)
  - 5.1. [Safety Policy](#)
  - 5.2. [First Aid Training](#)
  - 5.3. [Welfare Policy](#)
  - 5.4. [Adult Safeguarding](#)
  - 5.5. [Equal Opportunities](#)
  
- 6. [Events](#)
  - 6.1. [Coffee Mornings](#)
  - 6.2. [Coach Trips](#)
  - 6.3. [Social Events and Christmas Party](#)
  - 6.4. [Venues for Events / Use of Audiovisual Equipment](#)
    - 6.4.1. Use of Room at St Elphin's Studio
    - 6.4.2. Paying for Room Hire at St Elphin's
    - 6.4.3. Other Venues for Group Meetings
    - 6.4.4. Other Room Hire Considerations
    - 6.4.5. Audio Visual Equipment for Meetings
  - 6.5. [Use of Outside Speakers and Entertainers](#)

## 7. Communications and Publicity

### 7.1. Internal

- 7.1.1. Within Interest Groups
- 7.1.2. E-mail shortcuts
- 7.1.3. Using Beacon
- 7.1.4. What's On

### 7.2. External

- 7.2.1. Press Coverage
- 7.2.2. Flyers
- 7.2.3. MAU3A Website
- 7.2.4. Social Media
- 7.2.5. Advertising

## 8. Software for U3A

- 8.1. Beacon
- 8.2. MailChimp
- 8.3. SurveyMonkey
- 8.4. MAU3A Website

## 9. Legal Issues

### 9.1. Copyright

- 9.1.1. Copyright – What is Copyright
- 9.1.2. Copyright for Group Meetings
- 9.1.3. Copyright on the Website

### 9.2. Licensing

Appendix 1 – MAU3A Constitution

Appendix 2 – MAU3A Formal Data Protection Policy

Appendix 3 – MAU3A Formal Privacy Policy

Appendix 4 – MAU3A Formal Policy on Adult Safeguarding

Appendix 5 - MAU3A Formal Policy on Equal Opportunities

**Version: January 2019**

[Appendix 6](#) - National, Regional, County and other Local U3A Organisations & Support

[Appendix 7](#) – MAU3A Annual Calendar

## Foreword

### Why Have a Handbook?

It can be difficult to get members to join the Management Committee. Even for someone who has been a co-ordinator, it may be daunting to join the Committee because they do not know what they are letting themselves in for. There is an ever-increasing level of bureaucracy in U3A as a whole in trying to conform to legislation and codes of practice. We have our own policies and ways of doing things but these are currently recorded in various places (different parts of the website, committee minutes, etc.). If an uncommon situation arises and you want to refer to that guidance, you have to hunt for it. The idea of the handbook is to bring together all the policies and procedures into one place.

It is not fun reading, but no-one is expected to need to read the whole thing. The intent is that users treat it as a reference and only look up the bits that they need. It is not and never will be a definitive guide on how to do things. Future Committees will encounter new situations and need to re-write, add to and put their own interpretation on these issues. None of us is in a position to cover all the subjects that this handbook requires. **It needs input from all parties to get to a satisfactory version. So please be critical and suggest any changes and additions / deletions to members of MAU3A Management Committee.**

**Thankyou.**

### Who is it Intended For?

Firstly, it is aimed at people who might be interested in joining the Management Committee so that they have some guidance as to how things run and where to find relevant information.

Secondly it may be useful to both existing Committee Members and Co-ordinators when they encounter an unusual situation – we don't all carry these policies and procedures in our heads!

Dave Puxley (January 2019)

**Version: January 2019**

# MAU3A Management Committee Handbook

## 1. Administrative Committees and Meetings

### 1.1 Management Committee Membership, Role Descriptions and Meetings

#### 1.1.1. Management Committee Membership

A full management committee as prescribed in the [constitution](#) (Appendix 1) consists of not less than 5 and not more than 12 members as follows:- Membership Secretariat, Business Secretary, Groups Secretary, Treasurer, Website Manager, Chair, Vice-Chair, and up to 6 Ordinary Members. Up to 2 further Ordinary Members may be co-opted. Full details are found in the [constitution](#) (Appendix 1; sections 6-8).

Officers shall serve for a period of 3 years and Committee members for a period of 3 years. Retiring Officers may stand for re-election provided that no-one may hold the office of Chair or Vice-Chair for more than 6 consecutive years without an intervening period of at least one year except that a retiring Vice-Chair may stand immediately for the post of Chair.

In order to ensure a succession of Committee members, it is essential to identify potential new ones in good time before the AGM. A general appeal for volunteers to serve on the Committee is unlikely to yield many; it is probably much more effective to have a quiet word with potential recruits on a one-to-one basis. It may be helpful to ask them to come along purely as observers to a meeting, some months before the AGM so that they can gain an idea of what is involved.

#### 1.1.2. Management Committee Role Descriptions

Again, full details of the powers of the Management Committee can be found in the [constitution](#).

*Chair:* Chairing AGM and Management Committee meetings; Leading' discussions at general meetings; representing the Matlock Area U3A at other events/meetings; acting as “point of contact” for members with

**Version: January 2019**

unresolved issues regarding the running of Interest Groups, membership queries, constitutional matters; liaison with Editor(s) concerning Newsletters, What's On and Annual Report; liaison with Third Age Trust and other bodies.

*Vice-chair:* Deputising for Chair; Convener of Communication Subcommittee (not currently filled).

*Business Secretary:* Taking minutes at committee meetings and liaising; Preparation and circulation of minutes and agendas of Management Committee meetings and AGMs; dealing with correspondence; liaison with Third Age Trust and other bodies.

*Treasurer:* Preparation and maintenance of financial accounts for the U3A; banking monies and paying bills; using electronic banking to monitor and operate the MAU3A account; provision of regular financial statements for the Management Committee; organizing annual inspection of accounts for presentation to the full membership; applying for grants/funding as appropriate; maintaining a register of assets; following the guidelines set out in the information document from Third Age Trust.

*Membership Secretariat:* First point of contact for prospective members and outside agencies wanting to know about MAU3A; provision of U3A information to prospective members; the maintenance of a membership database (now through Beacon) and MAU3A email addresses and distribution lists; keeping the Management Committee updated on state of membership; collection of subscriptions; issuing of membership documentation; making Gift Aid Claim annually and maintaining records; preparation of annual membership return for Third Age Trust.

*Co-ordinators' Secretariat (Groups Secretary):* Link between Management Committee and Interest Group Co-ordinators; keeping co-ordinators informed of issues raised at the Management Committee meetings; assisting co-ordinators to deal with specific issues and problems; liaising with Publicity Officer and Web Manager; maintaining lists of Coordinators and their Group details; chairing Coordinators' Meetings and taking minutes.

**Version: January 2019**

*Publicity Officer:* First point of contact with outside media; preparation and submission of press releases; organisation of publicity materials as required; compilation of MAU3A Information Leaflets; editing of the Annual Report and its submission to printers; liaison with Web Site Manager.

*What's On editor:* To receive copy, create and distribute a monthly "What's On" newsletter.

*Web Manager:* To maintain, manage and develop the MAU3A website to ensure that content is relevant, current and appropriate; to be aware of ICT opportunities that may support the development of MAU3A and to bring them to the attention of the Management Committee.

*Coffee Morning Coordinators:* The Coffee Mornings take place most months on the first Monday of the month at Matlock Town Football Club (alternatives may be necessary when this date falls on a Bank Holiday). To book the venue (booked through Robin Blunt: info@matlocktownfc.co.uk) and to have the room set up and preparations made to make coffee and tea. To supply the coffee etc. and clear up at the end of the session but no washing up is needed.

*Social Events Organiser:* Organisation of general meetings and other social events; booking speakers and venues as required. Post not filled but shared among committee. As of February 2018, social events such as coach trips and meals out are not being organised for the membership as a whole. However, some groups may organise such events for their own members and may, if they wish, open up participation to the general membership. It may be appropriate to review the dropping of organisation of social events at a future date.

*Equipment Officer:* To maintain equipment owned by MAU3A, to organize the borrowing of equipment and to train members in its use. May or may not be a member of the Management Committee.

*Derbyshire Network Delegates (x2):* To liaise between MAU3A and the Regional Representative Council; Three meetings annually. We have

**Version: January 2019**



reinstated attendance at Derbyshire Network meetings and Dave as Chair attended but any committee member is eligible to attend. We pay a nominal voluntary contribution of £5 (per U3A) to belong.

### 1.1.3. Management Committee Meetings\*

The constitution requires that Management Committee should meet at least four times a year, but may, if required, convene special meetings too. It may also appoint sub-committees for particular purposes.

Minutes of the previous meeting and an agenda are prepared by the Business Secretary and circulated by e-mail before the meeting.

### 1.2. Group Co-ordinators Meetings\*

The Groups Secretary acts as liaison link between the Management Committee and the Group Co-ordinators to pass information and feedback between them. Meetings are held in St Elphin's and chaired by the Groups Secretary. Minutes recorded by a member of the group and are distributed to the Group Co-ordinators and to the Management Committee. These meetings are an opportunity for Group Co-ordinators to raise issues and problems that may be of common interest and to share experience. Any issues that require wider action will be referred by the Groups Secretary to the Management Committee. Group Co-ordinators are urged to attend if at all possible, especially if they are new to the role. The frequency of meetings is not prescribed in the Constitution so it is up to the Groups Secretary to decide how often / when they should be held.

\*The cost of refreshments is met from central funds for these meetings. St Elphin's do not charge us for meetings of the Management or Co-ordinators' Committees in recognition of the value of MAU3a to their residents

### 1.3. Annual General Meeting (AGM) and Annual Report

#### 1.3.1. Annual General Meeting (AGM)

The venue needs to be booked a long way in advance (say 11 months to be sure) through the Matlock Town Council. The date is usually a Monday in March to allow the accounts to be audited and approved before the end of

**Version: January 2019**

the financial year. Recently we have used the Imperial Rooms in Matlock as this is best suited for hearing and disabled access. Meeting advertised as 1.30 pm for start at 2.00 pm but need to book hall from 12.30 or 1.00 to allow for setting up room, any performance, etc. The speaker or entertainment also needs to be booked well in advance).

This is the most formal meeting of the year when officers are elected. For it to be valid, a quorum (15% of the number of members **as at the date of the AGM**) must be present. For full details please see section 13 of the [constitution](#).

In order to attract people and achieve the quorum, we always arrange a speaker or other attraction. This also needs to be booked a long way in advance. We try to keep the formal AGM as short as possible. Teas / coffees / cake are served so these need to be set up beforehand.

### 1.3.2. Annual Report

What? - This is the formal report of the activities during the year and it is also an opportunity for Subject Groups to advertise what they do and hence to attract new members since it is distributed to all new MAU3A recruits.

Who? – Usually edited by the Publicity Officer from contributions by group co-ordinators

When? – E-mail is sent out to all group co-ordinators in late November / beginning of December asking for reports on their group activities for the last year and set a DEADLINE (say Christmas). Not all groups choose to reply. Worth sending a reminder but there is no need to chase every group.

Content? - In the past, have asked co-ordinators to limit length to 150 words, but photographs are encouraged as it makes the finished report more attractive. Some groups can need more than this quota (e.g. Theatre) but some of the sports ones do not need the full quota, so use your discretion. What limits the length is the fact that the overall report MUST total 12, 16 or 20 A5 pages (i.e. multiples of four) because it is printed double-sided in A5 format on A4 paper. Microsoft Word allows you to display in this format so as contributions come in, you can gauge how close to the limit you are. If we get an increase in the number of groups, it may be necessary to increase from 16 pages to 20. This would allow an increase in the length of contribution of each group. Try to minimise the

**Version: January 2019**

“widows and orphans” (groups split over different pages). Photos are best pasted into tables with clear margins to each cell. The sizes and arrangement of photos can be varied to suit space available. The U3A logo can be downloaded from the Third Age Trust site (or copied from previous year’s reports).

The Chair also writes a report summarising the MAU3A’s activities for the past year.

### Printing

It’s a good idea to get someone to proof read documents before sending them to printers (at least the Annual Report). In recent years, we have used Ashover Print (Tim Murfin, Ashover Business Centre, Matlock Road, Kelstedge, Ashover S45 0DX; on the A632 Matlock to Chesterfield road; 01246 592012; <http://www.ashoverprint.co.uk/>) to produce the reports and all other documents required for the following AGM. Tim accepts documents in Word or PDF formats as e-mail attachments ([ashoverprint@gmail.com](mailto:ashoverprint@gmail.com)) and has provided a very good service. All documents are usually worth printing in colour and double sided. Apart from the Annual Report, all are on A4 paper. Best to allow plenty of time for printing (say a month, although I’m sure that they can produce quicker if needed). Exact timing is as required by date of AGM. It is best to collect finished printing in person as postage will be quite expensive.

### Other Documents Required for AGM

<b>Paper</b>	<b>Person Responsible</b>	<b>Suggested number for printing (as of 2018)</b>	<b>Illustrative Costs (all in colour)(2018)</b>
Annual Report	Publicity Officer	620	£365
Provisional Accounts (pre-audit)	Treasurer	680	£59
Minutes of last AGM	Business Secretary	680	£59
Agenda for this AGM	Business Secretary	680	£59
Election of Officers Nomination Form	Business Secretary	680	£42

**Version: January 2019**

Table of Groups and Co-ordinators	Group Secretary	620 (not worth more as becomes out of date quickly)	£53
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Distribution

At present, a copy of the Annual Report and the documents listed above are sent to all members. Consideration has been given to distribution by e-mail only but as long as any of these documents are sent by post, there is little cost advantage in not sending all of them.

Where two members are living together, we only post out one copy of the Annual Report and other documents but two copies of the nomination form. The Membership Secretary prepares address labels and the envelope stuffing is carried out by members of the Committee. The cost of 2<sup>nd</sup> class stamps is recouped from the Treasurer.

Any extra copies of the Annual Report and List of Coordinators are retained by the Membership Secretary to give to new members. We are also required to send copies of the Annual Report and the Audited Accounts to the Charity Commissioners.

## 2. Finances

### 2.1. Group Accounts

Each subject group is expected to be self-financing; that is, it does not pay any levy to MAU3A and nor does it receive any funding from the central funds. Groups make a meeting charge which is expected to pay for room hire (where appropriate), refreshments, etc. Each subject group has to make returns twice a year to the Treasurer (end of January and July). This is a simple balance sheet accounting for meeting fees in and expenditure out on room hire. Where a group meets solely in each other's houses and therefore does not incur meeting room charges, then no official accounts are expected.

If a group needs special equipment to operate, it may apply to the Management Committee for funding. Equipment that is required for multiple groups, such as computers and audiovisual equipment is purchased from central funds with advice from the Equipment Officer.

### 2.2. Annual Subscription

The Annual Subscription is set each year by the Management Committee on the advice of the Treasurer. For reference these are the current subscription rates for other local groups. However, it is difficult to make meaningful comparisons because some U3A groups make payments from central funds towards room hire etc for each subject group. Our aim is to break even or make a small profit each year.

<b>Area</b>	<b>No. of Interest Groups</b>	<b>Subscription</b>
Matlock	56	£10
Bakewell	30	£18-20
Wirksworth	New	£10??
Chesterfield	61	£19
Ripley	20	£18
Belper	96	£12
Buxton	60	£25
Ashbourne	24	£12
Alfreton	23	?

**Version: January 2019**

### 2.3. Equipment Purchase and General Administrative Expenses

Apart from the levy to Third Age Trust, some expenses may be set against central funds. These include equipment that is for use by multiple subject groups, running expenses of the Management and Group Co-ordinators Committees, secretarial expenses and web site maintenance. Also purchase of specialist equipment for Subject Groups, subject to approval by the Management Committee. General routine running expenses should be settled directly with the Treasurer.

### 2.4. Capitation Levy to Third Age Trust

Matlock Area U3A pays a capitation levy of £3-50 per member to the Third Age Trust. This covers liability insurance of our activities. In addition, we pay a capitation fee of £2-50 per member for five issues of the Third Age Matters Magazine that is sent direct to all members. These are included in our annual subscription for each member. Note that some U3A branches allow members to opt out of the magazine subscription. There is also a charge of 50p per head for the use of Beacon, which will shortly rise to £1 per head.

### 2.5. Charitable Status

It is mandatory for organisations to register as a charity in England and Wales once their income exceeds £5,000, so MAU3A is a registered charity (Registered Charity Number 1161704). The Business Secretary keeps the Charity Commission Trustees page up to date and sends the audited accounts by November of each year. ([Guidance](#)).

### 2.6. Gift Aid

Like a number of other U3As throughout the country we have gained the acceptable status that allows us to be registered for Gift Aid. This enables us to claim back any tax that members may have paid on their subscriptions

**Version: January 2019**

both now and into the future. This means, for example, that on a subscription of £10.00 we can currently reclaim £2.50 from the Inland Revenue. This has no effect on the member's subscription or on their tax; it simply allows some of the tax already paid to be transferred from the Inland Revenue to the Matlock Area U3A, thus substantially increasing our income.

The tax situation on Gift Aid is complicated. [Advice](#) is available on the Third Age Trust website but you must be registered to access such advice. Steps must be taken every year to reclaim Gift Aid (it is not automatic).

## 2.7. Insurance for MAU3A Events

Our capitation fee to the Third Age Trust includes insurance cover for our events. The cover note is sent every year (December) to the Business Secretary ([copy for 2019](#)), who keeps records of this. It covers members associate members and, (for up to three meetings), potential members. Further [advice](#) is available on the Third Age Trust website.

## 2.8. Bank Accounts

The MAU3A holds an account with NatWest Bank. As of 2018, it is now possible to obtain access to the account online, so it is no longer necessary to get multiple signatures on cheques to pay expenses. There are three people with access to the account, namely the Treasurer, Business Secretary and Chair, but only the first two of these are authorised to make transfers (these arrangements may be varied in future years, but this will require new authorisation forms to be submitted, as will the change of officers each year). When officers change at an AGM, it will be necessary to re-register the details of the new signatories with the bank.

The Theatre Group has sufficient turnover to have its own bank account.

## 2.9. Annual Accounts and Auditing

As a registered charity, it is necessary to publish annual accounts and to have those accounts independently audited. Provisional accounts are prepared and distributed with AGM documents and these are usually audited prior to the AGM so that they can be officially approved then. Auditors are suggested and approved at the AGM for the following financial year and their fees paid from general funds.

The financial year for the MAU3A runs from 1<sup>st</sup> February each year (although the membership year runs from 1<sup>st</sup> January). The February date is chosen so that accounts can be prepared before the next AGM. This date also means that the majority of the membership renewal income should have been received (fees can still be accepted up to the end of February before a person is deemed to have left MAU3A but these would be counted as income for the next financial year).

As part of the annual accounts, the “assets” of the MAU3A are tabulated, in terms of equipment. These are deemed to depreciate in value each year at a rate of XXX%.(Roger can you supply please?)



### 3. Membership (This section will need updating to reflect the use of Beacon in future)

#### 3.1. Membership Requirements

Membership is not related to a specific age but to a period in one's life (the third age) after the second age of full-time employment and parental responsibility. Anyone in their third age can join the U3A, including people who are working part-time. There is no lower age limit for membership. There are no qualifications required for membership, but members are expected to participate in, and contribute their experience to the Groups that they join. Membership is conditional upon acceptance of MAU3A's Data Protection Policy (see Section 4).

Prospective members may attend one or two "taster" coffee mornings or group meetings without making a formal commitment to joining. However, after that, they are expected to submit a [membership application form](#).

#### 3.2. Membership Renewal Procedure

Membership Renewal Requests are sent out by e-mail to all members at the beginning of January with the request that they are paid by 1<sup>st</sup> February. Members are encouraged to pay by direct bank transfer or failing that, by cheque (payable to Matlock Area U3A). It is not acceptable for members to give cash to Group Co-ordinators.

We may send e-mail reminders to late payers but no longer send out printed reminders by post. Any member who has not renew after a reminder is deemed to have left and is removed from the membership list.

As a requirement of the General Data Protection Regulations (GDPR), every member must agree to MAU3A's Data Protection Policy and until this agreement has been formally recorded, they cannot officially be a member as that agreement allows the MAU3A and its subject groups to communicate with them (see also Section 4 on GDPR).

Existing members will have been asked to sign a form to confirm that they agree to this policy. The membership application form has been amended to include a sentence that confirms that the applicant agrees to MAU3A's Data Privacy Policy. Thus, any new member will automatically conform to the policy. Again, the forms will be kept as evidence that we have complied with GDPR. When members leave the MAU3A for whatever reason, we are required to remove their data from our records.

### 3.3. Membership Renewal Payments

At present the annual membership fee is £10 per year per head. There is no reduction for couples. If a person is already a member of another U3A local group, they can join MAU3A as an Associate Member for a reduced fee of £7-50. First Year Membership is reduced to £5.00, for those joining between August and December.

### 3.4. Membership Exclusion

Matlock Area U3A reserves the right to ask a member to leave the organisation if their conduct brings the organisation into disrepute, or if they repeatedly cause disruption to any subject group. In such circumstances, the issues would first be reported to the Management Committee and the person asked to give a defence of their actions. If the Management Committee is not satisfied with that explanation, then the person would be required to leave MAU3A and all of its subject groups. They would have an appropriate amount of their annual subscription refunded.

## 4. Data Protection and Privacy

Advice on Data Protection and Privacy Policies has been provided by Third Age Trust. This is a response to the General Data Protection Regulations which came into force in 2018.

The distinction between Data Privacy and Data Protection can be confusing and they are complementary and closely interrelated. Privacy is a concern whenever personally identifiable information is collected, stored, or used.

Briefly, data protection is about securing data against unauthorized access. Data privacy is about authorized access — who has it and who defines it. Therefore, data protection is largely a technical issue (e.g. ensuring that computer data is safe), whereas data privacy is a legal one.

### 4.1. Data Protection Policy: General Guidelines for Committee Members and Group Coordinators

1. Matlock Area U3A (MAU3A) has formal [Data Protection](#) and [Privacy](#) Policies that can be found on the website but are also included in this document as Appendices 2 & 3.
2. This document will be used as the basis for induction training for new coordinators and management committee members.
3. MAU3A collects the minimum amount of personal data from members in order to communicate with them and to collect Gift Aid where relevant.
4. Coordinators should keep all personal information secure. This means that they should firstly ensure that their computer is secure, with up-to-date virus protection software
5. Coordinators should not share members' details informally with anyone outside of MAU3A. Neither should they pass on contact details of members of their group to any other group member without first asking permission. Where groups meet at each other's houses, it will obviously be necessary to divulge addresses to group members.

**Version: January 2019**

6. Group coordinators should have contact details for all group members, with their permission. An email distribution list should be established and members should be asked whether copies are open to all members of the group or are blind copies. Alternative contact arrangements should be made for those without computers. N.B. this has not changed.
7. New members are asked to give permission (a suitable phrase is now be included in the application form and acceptance for membership is conditional upon acceptance of these conditions) for the information they supply to be used as follows:
  - To communicate with them as an MAU3A member.
  - To share with the coordinator of those groups that they are a member of.
  - To send them general information about the Third Age Trust.
8. Existing members will have received an e-mail from the Membership Secretariat requesting a reply to signify that they accept the MAU3A's Data Protection Policy and that they consent to the storage of basic personal details. These replies have been stored as proof that all correspondence with them is in accordance with GDPR.
9. When management committee members and group coordinators leave their posts, they should hand over all member information to their successors and delete it from computer equipment etc.
10. When a member leaves a group, their information should be deleted from the coordinator's files.
11. Coordinators will not send group members inappropriate material e.g. charity appeals (unless a U3A activity), marketing and/or promotional materials from external service providers.
12. There may be instances where it is necessary to obtain information about a member's next of kin. This should only be retained as long as is necessary.
13. If there is an accident or other incident involving a member during a MAU3A activity, it may be appropriate to share information with a third party without the member's consent.
14. Photographs are classified as personal data. Where group photographs are being taken members will be asked to step out of shot if they don't wish to be in the photograph. Otherwise consent will be obtained from members in order for photographs to be taken and members will be

**Version: January 2019**

informed as to where photographs will be displayed. Should a member wish at any time to remove their consent and to have their photograph removed then they should contact their group coordinator to advise that they no longer wish their photograph to be displayed.

15. Members are entitled to ask to view information that is held about them.

16. Members should contact the MAU3A management committee if they feel that there has been a breach of data protection policy.

## 4.2. Data Privacy Policy (Appendix 3)

Matlock Area U3A (hereafter 'MAU3A') treats the privacy rights seriously. This [privacy policy](#) sets out how we will deal with the member's 'personal information', i.e. information that could identify, or is related to, the identity of an individual.

### 4.2.1. What Personal Information Do We Collect?

When a person expresses an interest in becoming a member of MAU3A we will be ask them to provide certain information. This includes:

- Name.
- Home address.
- Email address.
- Telephone number.
- Gift Aid entitlement

NB. When a member pays their annual subscription by bank transfer or cheque, **no details of their bank account will be retained.**

### 4.2.2. How Do We Collect & Store This Personal Information?

All the information collected is obtained directly from the member. This is usually at the point of initial registration. The information will be collected via the membership form. When we ask the potential member provide personal information for membership purposes, we also request that they provide

**Version: January 2019**

consent for us to store and use this data. This consent is required in order to ensure our compliance with data protection legislation.

Once collected, membership information is currently held on a spreadsheet but during 2018 it has been transferred to Beacon which is a national U3A membership management system. This means that in the future, the security safeguards that we have had to employ to protect personal information against loss or theft will no longer be necessary. The Beacon system will be accessed by a limited number of Management Committee members, and being centrally run and web-based, will be backed up automatically and will be password protected.

#### 4.2.3. How Do We Use This Personal Information?

We use personal information:

- To provide our MAU3A activities and services to the member.
- For administration, planning and management of our U3A.
- To communicate with the member about their group activities.
- To monitor, develop and improve the provision of MAU3A activities.

This allows us to send messages by email, other digital methods, telephone and post to advise the member of MAU3A activities.

#### 4.2.4. Who Do We Share Member's Personal Information With?

We may disclose information about the member, including personal information:

- Internally - to committee members and group coordinators – as required to facilitate their participation in our U3A activities.
- Externally – where we use an external membership management system and with their consent for products or services such as direct mailing for the Trust magazines (Third Age Matters and Sources). Where such systems are used, the committee must scrutinise the Terms and Conditions of each supplier and judge that their digital and physical systems and procedures are secure.
- If we have a statutory duty to disclose it for other legal and regulatory reasons.

Member's personal information must **never** be shared with any commercial organisation, charity, etc.

Where we do need to share a member's information outside of MAU3A we must seek their permission and inform them as to who the information will be shared with and for what purpose.

#### 4.2.5. How Long Do We Keep A Member's Personal Information?

We need to keep member's information only for as long as we provide our services to them. In most instances information about membership will not be stored after that person leaves MAU3A. 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 member/s should be informed as to how long the information will be held for and when it is deleted. Members' information should be deleted from both the master membership list and individual group lists after a person leaves MAU3A.

#### 4.2.6. Member's Access To, & Update & Correction of Member's Personal Information

To ensure that the information we hold is accurate and up to date, we ask members to inform MAU3A as to any changes to their personal information as soon as possible by contacting the membership secretary at any time:

Email: [membership@matlockareau3a.org.uk](mailto:membership@matlockareau3a.org.uk)

Telephone: 01246 590103

Sometimes co-ordinators are advised of change of e-mail address or telephone numbers by a member. It would be very helpful if that information could be passed on to the Membership Secretary so that central records can be updated.

If a member asks to view the information that MAU3A holds on them, (by contacting the membership secretary as detailed above), we would normally comply with this request within 14 days of the request being made.

**Version: January 2019**

However, 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.



## 5. Policies & Responsibilities for Committee Members & Group Co-ordinators

### 5.1. Safety Policy

MAU3A [Safety Policy](#) was last updated in 2007. The principles will not have changed significantly in that time but **it does require significant updating**. It concerns the responsibilities of the Management Committee and Group Co-ordinators for the physical safety of members attending MAU3A events and meetings. [Advice](#) is available on the Third Age Trust website, covering electrical inspection & testing, incident report forms, portable appliances and risk assessment.

Obviously, the nature of hazards and levels of risk will vary greatly between our various activities. The risks and measures highlighted in the existing policy are:-

Hazard	Reaction	Comment
Slips, trips and falls	Take care on steps, stairways and uneven floors.	Probably a more serious issue for Walking Groups ( <b>other issues here if people get separated or if any vulnerable members present, e.g. dementia</b> )
	Eliminate or cover trailing cables to electrical appliances such as projectors.	An issue for all Groups using AV equipment
Fire precautions	Ensure awareness of Fire Safety and evacuation procedures at any	<b>No mention of a register call in the case of a rapid evacuation</b>

	premises used by your Group.	
First Aid	Ensure availability and know the location of First Aid equipment.	Question: Should we make first aid training available? Again more issues for the Walking Group (e.g. access to emergency services, do members carry ID, details of existing medical conditions, blood group, emergency contacts?)
Electric Shock	Do not use equipment with damaged insulation or which could overload the electrical system.	Nothing in this policy that deals with regular PAT testing of our own equipment
Manual Handling	Do not attempt to lift any heavy or bulky item without help.	

## 5.2. First Aid Training

Whilst there is not any legal obligation to have first aiders present at MAU3A events, it is considered prudent to offer this training to both Group Co-ordinators and Members, especially as it is offered free to U3A Groups by the British Red Cross. The first such training course will take place shortly at Matlock Football Club. The two hour course will cover slips, trips and falls but also things like heart attacks, strokes and CPR (resuscitation) and is very much a hands-on practical one. The contact for further courses is Jonathan Claypole (Adult Crisis Education Service Coordinator), British Red Cross (Derbyshire and Nottinghamshire), 07803 439363, [JClaypole@redcross.org.uk](mailto:JClaypole@redcross.org.uk)

**Version: January 2019**

### 5.3. Welfare Policy

#### UNDER DEVELOPMENT

Covers issues of access, hearing and sight impairment, disability and wheelchair access (what are reasonable responsibilities to cater for such needs), vulnerability (for example dementia and what MAU3A can / should do to include such members).

### 5.4. Adult Safeguarding

The policy on Adult Safeguarding can be found in [Appendix 4](#).

### 5.5. Equal Opportunities

The Equal Opportunities policy can be found in [Appendix 5](#).

## 6. Events

### 6.1. Coffee Mornings

Coffee mornings are held on the first Monday in each month at Matlock Football Club (unless this falls on a Bank Holiday, when it may be held on the Monday beforehand). It is now organised by a small team, an arrangement which seems to work well and means that it is not a problem when one person is not able to attend.

Timing is usually open at 10.00 am for start at 10.30 am. We currently collect £1 per head for coffee / room hire (collect whether they have coffee or not!). Some people insist on arriving early so it is necessary to have someone on the door early to collect their money and ask them to sign in. Any new members (or potential new members) need to be referred to a committee member so that they can be put in touch with any groups of interest. Proceeds, after deduction of expenses are given to the Treasurer so the coffee mornings work effectively like another MAU3A Group. The team also book the venue for several months in advance. The room hire is invoiced to the Treasurer.

Group co-ordinators are asked to wear name badges so that any new potential new members can be referred to them. Announcements are made at 11.00 am and this is an opportunity to welcome any new MAU3A members, and for groups to publicise any special events they are holding or to canvas for new members.

The purpose of coffee mornings is open to discussion. Firstly, it is an opportunity for new members to be welcomed and to get a taster of what MAU3A is all about. Secondly it is a social occasion and an opportunity for people who do not attend the same groups to mix. For some people this is enough but others have expressed the view that unless there is a speaker, they will not attend. MAU3A cannot afford the fees of professional speaker agencies which can be in excess of £500 per session. However Derbyshire County Council maintains a [register](#) of speakers that charge modest or

**Version: January 2019**

even zero fees. We have also encouraged our own groups to make short presentations wherever possible. Individual speakers often send unsolicited testimonials offering their services as speakers to the Business Secretary and Chair. It may be useful to set up our own register of these additional potential speakers in addition to the Derbyshire County Council one.

## 6.2. Coach Trips

MAU3A have an arrangement with Slacks Coaches of Matlock (The Travel Centre, Upper Lumsdale, Off Chesterfield Road, Matlock, Derbyshire DE4 5LB; Phone: 01629 582826; [www.slackscoaches.co.uk/](http://www.slackscoaches.co.uk/)) for coach trips. The experts in coach hire are the Theatre Group, who use coaches regularly, so ask their advice if necessary. Slacks offer the following options but prices will obviously depend upon the length of the trip.

MINI-BUSES 8, 14 & 16 SEATS

EXECUTIVE MIDI-COACH – 29 SEATS

LUXURY EXECUTIVE MIDI-COACHES – 35 SEATS

LUXURY EXECUTIVE COACHES 49-53 SEATS

LARGE COACHES – 70 SEATS & 78 SEAT DOUBLE DECKER

- Before making any booking, it is very important to make a careful estimate of the cost to participants. Ask Slacks for a price to the desired destination for different sizes of coaches (smaller one for pessimistic number of participants; larger coach for optimistic estimate). Calculate your trip price based on the pessimistic estimate. Add another pound or two to this estimate and advertise this as the trip cost, asking for replies as to whether people will come. Ask for a deposit.
- Note that you should keep a balance sheet for the trip of income and expenditure
- Make a provisional booking with Slacks.
- It is always far easier to give a refund if you make a profit than ask attendees for extra if you have underestimated the cost. Our aim not to

**Version: January 2019**

make a loss on trips but equally not to make a significant profit. Ask for payment in full before the trip.

- When you know roughly how many people are going to come, confirm the booking with Slacks. Whether the trip is for a single Group or open to the whole U3A, booking is made directly with Slacks, stating that it is a MAU3A trip.
- Slacks will send an invoice for the trip to the MAU3A Treasurer, not to you. You therefore need to send a cheque for the monies collected (less any expenditure) to the Treasurer.

### 6.3. Social Events and Christmas Party

In the past, MAU3A has organised a number of social events open to all members, with the aim of getting people from different groups to meet together. These have included meals and visits involving coach hire. The attendance at these has rarely been above 40 from a membership of over 600. In the light of this, the work involved in organising these events and the financial risks, MAU3A has stopped organising these events in 2018-19 on an experimental basis. If there is sufficient demand, then they could be reinstated if the Management Committee decides to do so.

An exception to this change is the Christmas party. This has included a meal (usually Christmas fare with alternatives) plus dancing to a live band. In recent years, the event has been held at Matlock Golf Club. Because of the time of year, both the venue and the band need to be booked well in advance (suggest at least 5 months beforehand).

The Golf Club is booked via Robert Kirkham, the House Manager (Tel: 01629 582191 or Email: [robert@matlockgolfclub.co.uk](mailto:robert@matlockgolfclub.co.uk)), and has usually been a Friday night in early December. The detailed arrangements such as the menu, public address system, decorations, start and finish times can be sorted out with Robert later, but preferably at least 3 months beforehand.

The band can be found by recommendation from members, (Robert may also be able to advise of local groups that have appeared before at the club

**Version: January 2019**

social events), or from agencies. The choice is usually governed by cost. The meal (including gratuities for the staff) should be covered by about £20 per head; this leaves about £5 per head for the band. Thus, if tickets are to be limited to £25 per head for the night, to pay a £300 fee to the band, requires at least 60 attendees to break even for the night. The committee may, of course, decide to subsidise the event. On occasions in the past, we have had another entertainment before the band starts (singers or a close-up magic act touring the tables while people are eating). Whilst this was appreciated by guests, it does increase the cost.

## 6.4. Venues for Events / Use of Audiovisual Equipment

### 6.4.1. Use of Room at St Elphin's Studio

This is the venue used by most MAU3A groups for their meetings. It has the advantage that the MAU3A audiovisual equipment is stored on site. It also has internet wifi access if required. However, parking is limited. The charge is now £10 per hour for a minimum of 2 hours.

For a regular booking, you need to check firstly whether any other U3A groups use it at that time. You then need to liaise with the St Elphin's staff ([stelphinsclub@audleyvillages.co.uk](mailto:stelphinsclub@audleyvillages.co.uk) or phone Reception on 01629-736760). They will set up a regular booking and set up the room according to your requirements and clear away afterwards. If for any reason, you do not need the room one month, you should inform them in good time. Order any teas and coffees required for your meeting at the bar, telling them how many of each you want and at what time. You now need to pay for them with the order. Teas and coffees should be paid for at the time by attendees. They do not need to go through Group Accounts, but room hire does (see below).

If you want to use any of the MAU3A audiovisual equipment for your meeting (see section 6.4.4.), you first need to get an Equipment User's Card (obtainable from the Equipment Officer (Keith Bailey)). Each time you come into St Elphin's for a meeting, you should hand this in at Reception (or the Bar if Reception is unmanned) and ask for the key to the Equipment

**Version: January 2019**

Cupboard in the Studio Room. When you have finished with the equipment, return it to the cupboard (being careful to include all leads!), re-lock the cupboard and return the key to Reception. Your Card should then be returned to you.

#### 6.4.2. Paying for Room Hire at St Elphin's

The cost of room hire needs to be taken into account when setting the meeting cost per head for your Group. Remember that to break even on a two-hour meeting you need to have 20 attendees on average at every meeting if you charge £1 per head and 10 if you charge £2. The Group Co-ordinator collects and stores this money within their float and sends a six-monthly cheque to the Treasurer (personal cheque payable to Matlock Area U3A) covering the cost of room hire for that period. That amount is then removed by the Co-ordinator as cash from the float. This cheque is usually sent with the six monthly accounts for the Group.

#### 6.4.3. Other Venues for Group Meetings

Location	Capacity	Cost	Facilities	Contact	Other
The Studio, St Elphin's Park, Darley Dale	30	£10 per hour for a minimum of 2 hours	Parking limited.	<a href="mailto:stelphinsclub@audleyvillages.co.uk">stelphinsclub@audleyvillages.co.uk</a> or phone 01629 736760	Tea/Coffee £1 per person
Scout and Guide HQ, Matlock Green	50	£8 per hour including use of kitchen	Parking for about 15 cars	Margery Evans 01629 583296	
All Saints Church, Smedley Street	45	£9 per hour including use of kitchen	Limited parking	David Mellor 01629 55185	
Methodist Church Hall, Darley Dale	45	£9 per hour including use of kitchen	Plenty of parking	Bookings Secretary is Gill Clifton 39 Porteous Close, Two Dales, Matlock DE4 2EN Bookings please phone 01629 734010 or <a href="mailto:gill.clifton@btinternet.com">gill.clifton@btinternet.com</a>	Has large drop down projector screen
St Helen's Church Hall, Darley Dale	60+	£25 per ½ day or evening.	Parking on road	Chris Townsend, 01629 56622	Use of kitchen included

**Version: January 2019**



		£9 per hour for shorter hires.			
The Whitworth Centre, Darley Dale: Lady Whitworth Room or Library  Other larger rooms available	25-40	£12 per hour Reduced rates for 1/2 or full day	Good parking but gate locked at 10 pm	Georgia 01629 733678 enquiries@thewhitworthcentre.co.uk www.thewhitworthcentre.co.uk	Tea/coffee + biscuits £1.90 pp Use of urn, crockery + teaspoons 20p per person
The Community Centre (ARC), Darley Dale		£7 per hour		Eileen Grey 07946 653025	
Local Studies Centre, New Street, Matlock		£6 per hour			
The Imperial Rooms 1 Main Hall 2 Smaller room		£12 per hour £9 per hour	Restricted parking on road. Pay and display car parks adjacent	01629 583042 Milly (Amanda) Wilson Finance Officer If enquiring or amending a booking please email bookings@matlock.gov.uk	Use of kitchen
Village Hall, Starkholmes		£7.50 per hour	Small car park		Heavily booked
St Giles' Barn, Starkholmes		£10 a session	Some parking and limited on road	Joan Pybus 01629 584208 jpybus88@hotmail.com	
Matlock Town Football Club	Up to 150	£15 an hour	Free parking at Social Club	Robin Blunt info@matlocktownfc.co.uk	Cups set out and washed by MTFC
Cornerstones Bookshop		£15 per half day			
Tansley Village Hall		£15	Main hall and kitchen	Chris Knightley	
Marks & Spencer Foodhall			Café Space	Bev Miller 07967 954367	

November 2016 (thanks to Diane Frosdick for compiling this list; current costs and contacts need to be checked)

**Version: January 2019**

#### 6.4.4. Other Room Hire Considerations

For the AGM we need to consider disabled access and availability of a hearing loop. For major events like this we need to book the venue well in advance (say 3 months). Whitworth and the Imperial Rooms have been used for the AGM. For Coffee Mornings, we now make use of a portable amplifier and headset microphone for the benefit of the hard of hearing. All speakers should be encouraged to use this, including those who think that their natural voice is sufficiently loud.

#### 6.4.5. Audiovisual Equipment for Meetings

MAU3A possesses a range of equipment that can be used in meetings, ranging in age (and all kept in the Equipment Cupboard at St Elphin's). The most commonly used pieces of equipment are the laptops, digital projectors and screens. The laptops are equipped with Powerpoint software for making presentations (including video and audio clips). The laptops and projectors etc. may be borrowed for use off site by arrangement with the Equipment Officer. In addition, we also have a microphone and amplifier (heavy!); recently a new microphone and amplifier and portable hearing loop have been purchased and are used for the Coffee Mornings in Matlock Football Club (which does not have a loop fitted). MAU3A also has digital cameras (still and video) plus various bits of older cine equipment.

### 6.5. Outside Speakers and Performers

It is not the custom of MAU3A to routinely pay for outside speakers for individual group activities. Group co-ordinators may choose to invite an outside speaker and either fund the cost from that group's own funds or at least pay their travelling expenses from group funds

It is normal to invite a paid outside speaker or other entertainer to the AGM. They are sourced either from personal contacts, speaker's individual agents or speaker agencies and the aim is to attract enough people to the AGM to ensure that it is quorate for election of officers. The Business Secretary and Chair also tend to receive approaches from external speakers offering their services and costs. The going rate has been about £300 and rising, but professional agencies are likely to charge very much more than this. (four or

**Version: January 2019**

five times as much!). Speaker rates should be determined before the speaker is booked. The travel costs must also be included; it is unlikely that who has to travel a long distance will be economically viable. Note that professional speakers need to be booked well in advance (say a year before the AGM).

### Useful Addresses for Speakers

- SpeakerNet (Speakers Agency but aimed at voluntary sector)  
<https://speakernet.co.uk/>
- County Council list (likely to be more suitable for daytime talks such as coffee mornings)  
[http://www.derbyshire.gov.uk/community/derbyshire\\_directory/find\\_speaker/default.asp](http://www.derbyshire.gov.uk/community/derbyshire_directory/find_speaker/default.asp)

Speakers that:-

- (a) Have offered their services directly to U3A groups
- Philip Caine (Barrow in Furness); ([www.philipcaine.com/](http://www.philipcaine.com/); [philipcaine@hotmail.com](mailto:philipcaine@hotmail.com); 01229 832118).  
No speaker fee but charges 35 p per mile for return journey from LA13 0RN to venue plus £50 towards accommodation if needed.
  - Alex Bellfield; ([www.celebrityradio.biz/](http://www.celebrityradio.biz/); [alex@alexbellfield.co.uk](mailto:alex@alexbellfield.co.uk); 07879 456403) Comedy / Live showreel -  
<https://www.youtube.com/watch?v=vxT56A6K-nE>  
Shows available from £70 (subject to distance) daytime. General sing-a-longs or 60 minute specials with 50's, 60's, Sinatra, 'Great Britain Proms' Jerusalem / Land of Hope & Glory etc), Musicals and a piano show. Cabaret / Comedy / Variety Sing-A-Long
  - Mike Storr; (Carlton, Nottingham); [mike@mikestorr.co.uk](mailto:mike@mikestorr.co.uk); 0115 9312751; Masters of Mirth talk (an affectionate look at some of my favourite Music Hall laughter makers; How Music Hall began; My favourite characters - Robb Wilton, Stanley Holloway, Bernard Miles to name but a few; Examples of their acts including their famous monologues (no fee or expenses, but if you consider it to be worthy of a donation, my chosen charity is Asthma UK).
  - Peter Day; (member of the Bakewell U3A branch with joint membership of Matlock); [peterday@w3z.co.uk](mailto:peterday@w3z.co.uk)

**Version: January 2019**

A talk that lasts an hour. It's called "Lena, Harry, Elsie and Jim: Entertaining the Troops in the Great War" with extracts from the memoirs of the entertainers themselves and original recordings from the period. All it needs is a CD player with speakers the right size for whatever size the audience is.

### Useful Addresses for Entertainers & Bands

- Entertainment Nation (Agency used by local Rotary for finding bands for events; ca. £1500 upwards so probably out of our price range!)  
<https://www.entertainment-nation.co.uk/>
- Last Minute Musicians (Bands Agency)  
<https://www.lastminutemusicians.com/>
- PopTop – need to specify a local city (e.g. Sheffield or Derby) and can specify the type of music required  
<http://www.poptop.uk.com/>
- Eventbrite is a ticket selling website but also has information about performers: <http://www.eventbrite.com/> (may be a useful source)

Bands that:-

(a) Have been used by MAU3A before

- The Burning Embers (contact: ? ; fee for evening £\_\_\_\_)
- Timewarp (co websitentact: karlbinch@gmail.com); fee for evening £200)

(b) Have appeared locally (e.g. reported in local press or local venues)

- Back Seat Jivers (contact: ?; fee for evening from £450)
- Roy Walker Jazz Group (contact: via Grouse Inn, Longshaw (Tel: 01433 630423) where they play each week); fee for evening £\_\_\_\_)
- Decent Chaps (via PopTop) (contact: ? ; fee for evening £\_\_\_\_)
- Fiddlers Green (Chesterfield based) (contact: ?; fee for evening from £200) or

(c) Have advertised specifically to U3A groups

- Fool's Gold Acoustic (based in Durham but happy to travel) (contact: Carol and Steve; 07957948116; [www.foolsgoldacoustic.co.uk](http://www.foolsgoldacoustic.co.uk) ; fee for evening from £75 but would appreciate more; booked for 2019 AGM; will probably pay ca. £200 and offer overnight accommodation)

**Version: January 2019**

## 7. Communications and Publicity

### 7.1. Internal

Matlock Area U3A no longer uses communication by post apart from the Annual General Meeting and Annual Report. Any members who do not have e-mail are requested to “buddy” with a friend who does.

#### 7.1.1. Within Interest Groups

Most interest groups use e-mail to communicate with their members. Co-ordinators should send the e-mail to themselves and blind copies (BCC) to their members at all times. The only exception to this is where a group or part of a group has explicitly agreed to share e-mail addresses amongst themselves as a personal arrangement.

The larger groups (notably the Theatre Group) also use a monthly newsletter (also delivered by e-mail) to keep their members informed. Where the meeting content varies each month, the website should also be updated to reflect the changing programme. It is suggested that co-ordinators should consider switching to the Beacon system for mailing to their groups (see 7.1.3.)

#### 7.1.2. E-mail shortcuts

There are various shortcuts for sending e-mails within the committee structure:-

[committee@matlockareau3a.org.uk](mailto:committee@matlockareau3a.org.uk) goes to the whole Management Committee

[groups@matlockareau3a.org.uk](mailto:groups@matlockareau3a.org.uk) goes to all Group Co-ordinators

[webmaster@matlockareau3a.org.uk](mailto:webmaster@matlockareau3a.org.uk) goes to the MAU3A Webmaster

The advantage of this system is that there is no need to quote personal e-mail addresses and also it allows an easy transition as people holding that role change as the change is invisible to the responder.

#### 7.1.3. Using Beacon

Beacon offers notable advantages for communicating with group members. Firstly, it automatically uses blind copies so you do not have to remember to do so. Secondly it also ensures that anyone on their mailing list is a bona

**Version: January 2019**

fide member of MAU3A. Thirdly, it means that when one co-ordinator wants to hand over to a new one, the e-mailing list is preserved and immediately available to the new co-ordinator. Furthermore, the retiring co-ordinator does not have to delete existing data in order to comply with Data Protection Regulations.

#### 7.1.4. What's On

“What's On” is a monthly news update distributed to all MAU3A members as an e-mail. Because of the large distribution list, it is sent using the MailChimp software around the end of each month. This is to ensure that it is received by members in good time for the monthly Coffee Morning (held on first Monday of month). It is not currently displayed on the website or available as a PDF document. The editor sends round a draft to proof readers to check before it is distributed. Group co-ordinators should use “What's On” if they wish to attract new members, invite non-group members to one of their events.

## 7.2. External

The key purpose of any external communications is to attract new members. As long as membership numbers are strong, publicity need not be a high priority. However, many new houses are being built in this area and many of those incomers will be potential new members. Furthermore, not all people are aware of the U3A organisation or its benefits so it is necessary to maintain some level of external publicity.

### 7.2.1. Press Coverage

Press releases can be sent by e-mail to the following local papers:-

**Matlock Mercury**, Spire Walk, Chesterfield, Derbyshire S40 2WG  
01246 504536. (<http://www.matlockmercury.co.uk/>). Part of the Derbyshire Times. Weekly.

Copy to [news@matlockmercury.co.uk](mailto:news@matlockmercury.co.uk). Publication day is Thursday.

## Peak Advertiser

First Floor Offices, Orme Court, Granby Road, Bakewell, Derbyshire DE45 1ES 01629 812159. (<https://www.peak-advertiser.co.uk/>)

For editorial: [editorial@peak-advertiser.co.uk](mailto:editorial@peak-advertiser.co.uk)

For coming events: [whatson@peak-advertiser.co.uk](mailto:whatson@peak-advertiser.co.uk)

Fortnightly; [Publication and copy dates](#)

In addition, it may be appropriate occasionally to submit an article to the **U3A Sources magazine** if we have a story that might be of interest to other U3A branches around the country. Contact details are available in the magazine.

### 7.2.2. Flyers

We have a number of old printed glossy flyers describing what we do. In view of the large number of new houses currently being built in the Matlock Area, it may be worth having new flyers printed to target those newcomers. Whilst large scale distribution of leaflets is probably best done by inclusion in free newspapers (and perhaps beyond our budgets?), targeted distribution to new estates might be undertaken by member volunteers.

The **Dales Directory** will also include flyers when they do deliveries and may also consider an article. Contact is 01629 57638 or [sharon@sharonshirleyconsulting.com](mailto:sharon@sharonshirleyconsulting.com)

### 7.2.3. MAU3A Website

Today this is probably the principal route by which new members find out about MAU3A and its activities. This is part of the reason why a new website is being developed. As well as attracting new members, it is also the key source of information for existing members, so co-ordinators are urged to ensure that their content is kept up-to-date. It is also essential that our site has Search Engine Optimisation.

### 7.2.4. Social Media

At present, MAU3A does not make use of social media like Facebook and Twitter. Our perception is that relatively few of our members have such accounts. However as new generations of people join MAU3A, it may be appropriate to reconsider this policy.

**Version: January 2019**

## 8. Software for U3A

Apart from the usual range of Microsoft Office and virus protection software on the MAU3A laptops, we also make use of a number of other items of specialist software.

### 8.1. Beacon

Beacon is a system run by the Third Age Trust and developed as a tool for local groups (it should not be confused with the products of the Beacon Software Company). It is supported by a team within TAT. MAU3A has only recently introduced the use of Beacon, so we are still learning. Anyone interested in using Beacon is advised to contact Diane or Mike Frosdick. There are some advantages for co-ordinators to using the Beacon system to e-mail their own groups rather than their own e-mail address (see [7.1.3.](#))

Its main purpose is to manage membership and finances, although it can also be used to send out bulk e-mails at group or full membership level. A general overview of its capabilities can be found [here](#). A user guide for Beacon can be found [here](#).

### 8.2. MailChimp

[MailChimp](#) is a free (at least for basic use) piece of software that can be used for large scale e-mail distribution. We use it for communication with the whole membership (e.g. distribution of “What’s On”). In order to create a distribution list for MailChimp, an up-to-date spreadsheet version of the membership has to be loaded each time. In future, we may use Beacon instead as that will automatically have a current membership list.

### 8.3. SurveyMonkey

This is not likely to be used often but can be used to create tailor made questionnaires to consult our members. Again [SurveyMonkey](#) is free for basic use.

**Version: January 2019**



#### 8.4. MAU3A Web Site

WEBSITE RE-BUILD IN PROGRESS

## 9. Legal Issues

If you have any worries about legal or similar issues, the Third Age Trust has experts who can help. The Third Age Trust [website](#) provides advice on various issues (but you will need to obtain a username and password to access these pages).

### 9.1. Copyright

This is a difficult area; the notes below **must carry a disclaimer** – they are my attempt to simplify the detailed information available on the TAT website.

#### 9.1.1. Copyright – What is Copyright?

The Wikipedia definition is as follows:-

*Copyright is a legal right, existing in many countries, that grants the creator of an original work exclusive rights to determine whether, and under what conditions, this original work may be used by others. This is usually only for a limited time.*

The current act is the Copyright, Designs and Patents Act 1988. The law gives the creators of literary, dramatic, musical, artistic works, sound recordings, broadcasts, films and typographical arrangement of published editions, rights to control the ways in which their material may be used. Since we use things like this in our meetings, we do need to be aware of limitations to such use. It is important to remember that just because something is published on the internet, it does **not** mean that it is free to copy or use.

[Latest U3A advice on copyright](#)

#### 9.1.2. Copyright and Group Meetings

So, when can U3A members use the work of others? You can use others' work if:-

- the copyright holder has given permission
- the copyright on the work has expired

**Version: January 2019**

- the use is covered by a licensing scheme that MAU3A and / or the Third Age Trust has subscribed to (& the copyright holder is a member of that scheme).
- the use is what is defined as 'fair dealing' under the 1988 Copyright Designs & Patents Act and subsequent amendments.

In practice, most of our activities should be covered by this 'fair dealing' exemption. This allows limited use of the work of others without the need to obtain permission for activities such as research & private study, criticism or review. For example, if making a presentation to a U3A subject group, it is necessary to draw upon images and text from the internet and documents. That meeting is not for commercial purposes (and not open to the general public) so it may be argued that it is private. However, if extensive use is made of one source, it would be reasonable to acknowledge the source. A limited number of copies of an article may be made for private study (e.g. for a MAU3A subject group meeting) but it is not allowed to copy a whole book.

### 9.1.3. Copyright on the Website

The text below is NOT expert advice – it is merely what I understand as our situation (having once fallen foul of the copyright law on the website). If in doubt, Third Age Trust should be able to help.

This is the area where we have to be careful. Once material is on the website, it is in the public domain and if includes any text, pictures or artwork (including clipart as available free on many websites) that has been produced by someone other than ourselves, we can contravene the law. Publishers have software that trawls the internet looking for websites that contain any of their material and do take action if they find any.

As a general rule, only use photos or images on the website (e.g. for a subject group page) if they are ones that you or your members have taken or produced (and then with their permission). Also, if the photos include people, you should really ask permission before using the picture (best to ask when taking the picture).

## 9.2. Licences

The Third Age Trust [website](#) provides advice on licensing. The following areas are covered:-

Digital Images

Recorded Music

DVDs / Videos

Performance of Music

Photocopying

### *Recorded Music*

The Third Age Trust has a Phonographic Performance Limited (PPL) licence which gives U3A groups permission to play recorded music publicly in its premises as part of its interest activity groups.

### *DVDs / Videos*

Two companies license films from all the film studios: Motion Picture Licensing Corporation (MPLC) & Filmbank Media. The Third Age Trust has an MPLC licence which allows U3A group members to show MPLC films outside their homes for educational and entertainment purposes.

### *Performance of Music*

For performance of music, a PRS licence is required. This covers the use of the actual lyrics and composed music in any public performance of music. It is the sole responsibility of the proprietor/manager of the premises you are using to have a licence arranged.

## Appendix 1: MAU3A Constitution

This was updated at the 2018 AGM on National U3A advice from the Charity Commissioners so that ALL turnover is now counted as charitable.

I'd be grateful if anyone could tidy up the tabs, widows & orphans in this. I've never been able to master them!!



**CONSTITUTION OF THE MATLOCK AREA UNIVERSITY OF THE THIRD AGE (U3A),  
A MEMBER OF THE THIRD AGE TRUST AS AN INCORPORATED ASSOCIATION,  
FORMALLY ADOPTED ON 29 OCTOBER 2007  
Revised 27 April 2009 and 11 March 2013 and March 2018**

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### **1. Name**

The name of the charity is Matlock Area U3A hereafter referred to as 'The U3A'.

### **2. Administration**

Subject to the matters set out below the U3A and its property shall be administered and managed in accordance with this constitution by the members of the elected Executive Committee, herein referred to as The Committee, constituted by clause 6 of this constitution.

### **3. Object**

The Object of The U3A is: the advancement of education, and in particular the education of older people and those who are retired from full time work in Matlock and its surrounding locality, by all means including associated activities conducive to learning and personal development.

### **4. Powers**

In furtherance of the Objects but not otherwise, The Committee may exercise the following powers to:

- i. raise funds and to invite and receive contributions provided that in raising funds The Committee shall not undertake any substantial permanent trading activities and shall conform to any requirements of the law.
- ii. receive donations, endowments, sponsorship, grants, legacies and subscriptions from persons desiring to promote all or any of the Objects of The U3A and to hold funds in trust for the same.
- iii. buy, take on lease or exchange any property necessary for the achievement of the Objects and to maintain and equip it for use.
- iv. sell, lease or dispose of all or any part of the property of the U3A, subject to any consents required by law.
- v. co-operate with other charities, voluntary bodies and statutory authorities operating in furtherance of the Objects or of similar charitable purposes and to exchange information and advice with them.
- vi. support any charitable trusts, associations or institutions formed for all or any of the Objects.
- vii. appoint and constitute such advisory committees as The Committee may think fit.
- viii. organise and run conferences, lectures, seminars and courses.
- ix. publish books, pamphlets, reports, leaflets, journals and instructional matter and to produce films and videos.

**Version: January 2019**

- x. participate in and assist in the development of area and regional groupings of U3As.
- xi. do all such other lawful things as are necessary for the achievement of the Objects.

## 5. Membership

- i. Membership of the U3A shall be open to individuals and any corporate body or unincorporated association, interested in furthering the work of 'The U3A', provided that they agree to abide by this constitution and any conditions properly imposed by The Committee and to pay the annual subscription as determined by The Committee and confirmed by the membership at an Annual General Meeting.
- ii. Every individual member shall have one vote.
- iii. Each member organisation shall be entitled to receive notice and attend General meetings of The U3A having appointed an individual to represent it and informed the Secretary of the details but shall have no voting rights.
- iv. The Committee may and for good reason terminate the membership of any individual or member organisation if annual membership or other fees are unpaid three months after the due date or if the member or member organisation acts in a way which is prejudicial to The U3A or to the running of The U3A or brings it into disrepute, provided that the individual concerned or the appointed representative of the member organisation concerned shall have the right to be heard by The Committee accompanied by a friend who may also speak, or make written representation before a final decision is made.

## 6. The Committee

The management of The U3A shall be vested in a Committee, consisting of members whose duty it shall be to carry out its general policy and to provide for the administration, management and control of the affairs and property of The U3A.

- i. Honorary Officers
  - At the Annual General Meeting of the U3A the members shall elect from amongst themselves a Chair, a Vice-chair, a Secretary and a Treasurer who shall hold office from the conclusion of that meeting; a President, if the creation of such a post has been agreed at a General Meeting.
- ii. The Committee
  - The Committee shall consist of not less than 5 and not more than 12 members being:
    - a. the honorary officers specified in the preceding sub-clause
- b. not less than 1 and not more than 8 members elected at the Annual General Meeting who shall hold office from the conclusion of that meeting.
- iii. The Committee may in addition appoint not more than 2 co-opted members who shall have full voting rights and have tenure until the next Annual General Meeting.
- iv. Persons who need not be members may be invited by The Committee to serve because of their special expertise. They shall have no voting rights and their term of service shall expire at the next Annual General Meeting.
- v. Vacancies on The Committee which arise through resignation or termination during the year can be filled from the membership and such an appointee shall complete the term of service of the member he or she is replacing and shall be eligible for re-election in the prescribed manner at the next Annual General Meeting.
- vi. The proceedings of The Committee shall not be invalidated by any vacancy among their number or by any failure to appoint or any defect in the appointment, election or co-option of a member.
- vii. A member of The Committee shall cease to hold office if he or she:

- a. is disqualified from acting as a member of The Committee by virtue of section 72 of the Charities Act 1993 (or any statutory re-enactment or modification of that provision).
- b. becomes incapable by reason of mental disorder, illness or injury of managing and administering his or her own affairs.
- c. is absent without the permission of The Committee from 3 consecutive meetings and The Committee resolve that his or her office be vacated.
- d. is subject to a vote of no confidence from The Committee as a result of actions which bring The U3A into disrepute or conduct prejudicial to The U3A or failure to abide by the terms of this constitution or decisions of The Committee.
- e. notifies in writing to The Committee a wish to resign (but only if at least four members of The Committee will remain in office when the notice of resignation is to take effect which shall be at least 21 days from the receipt of the notification)

## **7. Election of Members of The Committee**

- i. The election of members of The Committee shall be held at the Annual General Meeting of the U3A.
- ii. The newly elected Committee shall take office at the conclusion of the Annual General Meeting.

- iii. Officers shall serve for a period of 3 years and Committee members for a period of 3 years. Retiring Officers may stand for re-election provided that no-one may hold the office of Chair or Vice-Chair for more than 6 consecutive years without an intervening period of at least one year except that a retiring Vice-Chair may stand immediately for the post of Chair.
- iv. If insufficient nominations are received to fill the vacancies for Officers and/or Committee members, The Committee may as a last resort, appeal to the assembled members at the Annual General Meeting for permission to ask whether anyone present is willing to reconsider and put themselves forward as a candidate for one of the vacancies. A vote must be taken on this motion and must be carried by not less than two thirds of the members present for the request to be made.
- v. In the event of no nominations being received for one or more of the Honorary Officer posts or no member of the newly elected committee being willing to take on one or more of the Officer positions a majority decision can be taken by The Committee to ask the retiring officer to stay until the next AGM.

## **8. Meetings and Proceedings of The Committee**

- i. The Committee shall hold at least 4 ordinary meetings each year.
- ii. A special meeting may be called at any time by the Chair or by any two members of The Committee upon not less than seven days' notice being given to other members of The Committee of the matters to be discussed unless it concerns the appointment of a co-opted member in which case not less than twenty one days' notice must be given.
- iii. The Chair shall chair the meetings and in his or her absence the Vice-Chair shall take over or if he or she is also absent The Committee shall choose one of their number to be chair of the meeting before any business is transacted.
- iv. A President elected by The U3A shall not be a member of The Committee and shall not have voting rights.
- v. There shall be a quorum when at least one third of the number of members of The Committee for the time being or three members of The Committee whichever is the greater, are present at the meeting.
- vi. Every matter shall be determined by a majority of votes of the members of The Committee present and voting on the question but in the case of equality of votes the Chair of the meeting shall have a second or casting vote.
- vii. The Committee shall keep minutes of the proceedings of its meetings which should incorporate reports of any sub-committees and these minutes shall be available for inspection should a member request it.
- viii. The Committee may from time to time make and alter rules for the conduct of their business, the summoning and conduct of their meetings and custody of documents. No rule may be made which is inconsistent with this constitution.
- ix. The Committee may appoint sub-committees consisting of at least one of its members for the purpose of performing any function or duty which in the opinion of The Committee would be more conveniently undertaken or carried out by a sub-committee, provided that all acts and proceedings of any such sub-committees shall be fully and promptly reported to The Committee.
- x. No Committee member shall be chargeable or responsible for loss caused by any act done or omitted to be done by him/her or by any other Committee member or by reason of any mistake or omission made in good faith by any Committee member or by reason of any other matter other than wilful and individual fraud or wrongdoing or actions knowingly beyond the scope of a specific authority or limit thereon on the part of The Committee member in question.



## **9. Finance**

- i. The funds of The U3A, including all donations, contributions and bequests, shall be paid into an account/accounts operated by The Committee in the name of The U3A at such bank as The Committee shall from time to time decide. All cheques drawn on the account must be signed by at least 2 Committee members.
- ii. The funds belonging to The U3A shall be applied only in furthering the objects.
- iii. No funds shall be transferred in any way to Committee members, provided that nothing herein shall prevent the payment in good faith of reasonable and proper out of pocket expenses incurred in the course of U3A work.
- iv. All proper costs, charges and expenses incidental to the management of The U3A and membership of the Third Age Trust may be defrayed from the funds of The U3A.

## **10. Property**

All property of The U3A shall be applied solely towards the objects of The U3A. Ownership of property is vested in the U3A and items may with the agreement of The Committee be transferred on a temporary basis to a nominated member's home in pursuance of the his/her designated role until such time as the member's tenure of office ceases or The Committee request its return.

## **11. Accounts**

The committee shall comply with their obligations under the Charities Act 1993 (or any statutory re-enactment or modification of that Act) with regard to:

- i. the keeping of accounting records for The U3A;
- ii. the preparation of annual statements of account for The U3A;
- iii. the independent examination of the statements of account of The U3A; and
- iv. the transmission of the statements of account of The U3A to the Charity Commission.

## **12. Annual Report**

The Committee shall comply with their obligations under the Charities Act 1993 (or any statutory re-enactment or modification of that act) with regard to the preparation of an annual return and its transmission to the Commission.

## **13. Annual General Meeting**

- i. There shall be an Annual General Meeting of the U3A which shall be held in the month of March in each year or as soon as practicable thereafter but not later than 15 months after the preceding Annual General Meeting.
- ii. Every Annual General Meeting shall be called by The Committee. The Secretary shall give at least 21 days' notice of the Annual General Meeting to all members of The U3A. All the members of The U3A shall be entitled to attend and vote at the meeting.
- iii. Accidental omission to give notice to any member shall not invalidate the proceedings of the General Meeting.
- iv. The Committee shall present to each Annual General Meeting the report and accounts of The U3A for the preceding year for approval.
- v. The Committee shall seek approval for the appointment of the examiner for the accounts.
- vi. Nominations for election to The Committee must be made by members in writing and must be in the hands of the Secretary of The Committee at least 14 days before the Annual General Meeting. Should nominations exceed vacancies, election shall be by ballot.
- vii. Any proposals to amend the constitution subject to clause 16 shall be considered at the Annual General Meeting and any other business published in the agenda.

**Version: January 2019**

#### **14. Special General Meeting**

The Committee may call a Special General Meeting of the charity at any time or if at least 20 per cent of the members request such a meeting in writing stating the business to be considered, the Secretary shall call such a meeting. At least 21 days' notice shall be given. The notice must state the business to be discussed. There shall be a quorum when 15 per cent or more of the members are present. Accidental omission to give notice to any member shall not invalidate the proceedings.

#### **15. Procedure at General Meetings**

- i The Secretary or other person specially appointed by The Committee shall keep a full record of proceedings at every General Meeting of The U3A.
- ii There shall be a quorum when at least 15 per cent of the number of members of The U3A are present at any General Meeting.iii. If within half an hour from the time appointed for the meeting a quorum is not present, the meeting if convened at the request of the members shall be dissolved. In any other case it shall be adjourned to another day and time as The Committee may direct provided 21 days' notice is given to all members. If at the adjourned meeting a quorum is not present within half an hour of the time appointed for the meeting, the members present shall be a quorum.
- iv. The Chair of The U3A shall be the Chair of the General Meeting at which he/she is present unless the Committee decides to ask the President to preside. In the absence of the proposed Chair, The Committee shall have the power to elect a chair for the meeting.
- v. If there is a tied vote the Chair of the meeting should have a single casting vote.

#### **16. Alterations to the Constitution**

- i Subject to the following provisions of this clause, the Constitution may be altered by a resolution passed by not less than two thirds of the members present and voting at a General Meeting. The notice of the General Meeting must include notice of the resolution, setting out the terms of the alteration proposed.
- ii. No amendment may be made to clause 1 (the name of the charity) clause 3 (the Objects clause) clause 17 (the Dissolution clause) or this clause without the prior consent in writing of the Commissioners.
- iii. No amendment may be made which would have the effect of making the Charity cease to be a charity at law.
- iv. The Committee shall promptly send to the Charity Commission a copy of any amendment made under this clause.

#### **17. Dissolution**

If the Committee decides that it is necessary or advisable to dissolve the U3A it shall call a Special General Meeting of all members of The U3A, of which not less than 21 days' notice (stating the terms of the resolution to be proposed) shall be given. If the proposal is confirmed by a three quarters majority of those present and voting The Committee shall have the power to realise any assets held by or on behalf of the Charity. Any assets remaining after the satisfaction of any proper debts and liabilities shall be given or transferred to other such local charitable institution or institutions having objects similar to the Objects of The U3A as the members of The U3A may determine or to the Third Age Trust Registered Charity No. 288007. A copy of the statement of accounts or account and statement, for the final accounting period of The U3A must be sent to the Charity Commission.

#### **18. Arrangements until first Annual General Meeting**

**Version: January 2019**

Until the first Annual General Meeting takes place this constitution shall take effect as if references in it to The Committee were references to the Steering Committee, the original members of which are listed below.

Frank Hemming (Chair), Katy Ellis (Secretary), Pauline Dean (Treasurer), Martin Eyre (Membership Secretary), Maudie Behrens, Elizabeth Chisnall, Terry Cotterill, Barbara Davey, Miles Ellis, Lorraine Gibson, Jim Hockenhull, Janet King, Margaret Seymour, Sharon Shirley.

This constitution was adopted on 29 October 2007 by the persons listed below and whose signatures appear on the original document.

Frank Hemming (Chair), John Oldfield (Secretary), Martin Eyre (Membership Secretary), Maudie Behrens, Elizabeth Chisnall, Terry Cotterill, Barbara Davey, Miles Ellis, Jim Hockenhull, Margaret Seymour, Sharon Shirley.

## APPENDIX 2: Matlock Area U3A Formal Data Protection Policy (April 2018)



### **Data Protection Policy ([website link](#))**

#### **SCOPE OF THE POLICY**

This policy applies to the work of Matlock Area U3A (hereafter 'MAU3A'). The policy sets out the requirements that MAU3A has to gather personal information for membership purposes. The policy details how personal information will be gathered, stored and managed in line with data protection principles and the General Data Protection Regulation. The policy is reviewed on an ongoing basis by MAU3A committee members to ensure that MAU3A is compliant. This policy should be read in tandem with MAU3A's Privacy Policy.

#### **WHY THIS POLICY EXISTS**

This data protection policy ensures that MAU3A:

- Complies with data protection law and follows good practice.
- Protects the rights of members, staff, customers and partners.
- Is open about how it stores and processes members' data.
- Protects itself from the risks of a data breach.

#### **GENERAL GUIDELINES FOR COMMITTEE MEMBERS AND GROUP COORDINATORS**

- The only people able to access data covered by this policy should be those who need to communicate with or provide a service to the members of MAU3A.
- Data should not be shared informally or outside of MAU3A
- MAU3A will provide induction training to committee members and group coordinators to help them understand their responsibilities when handling personal data.
- Committee Members and group coordinators should keep all data secure, by taking sensible precautions and following the guidelines below.
- Strong passwords must be used and they should never be shared.
- Personal data should not be shared outside of MAU3A unless with prior consent and/or for specific and agreed reasons.
- If data protection and/or privacy policy change member information should be reviewed and consent refreshed.
- When management committee members and group coordinators leave their posts they should hand over all member information to their successors and delete it from computer equipment etc.
- U3As should request help from National Office if they are unsure about any aspect of data protection.

**Version: January 2019**

## **DATA PROTECTION PRINCIPLES**

The General Data Protection Regulation identifies 8 data protection principles.

Principle 1 - Personal data shall be processed lawfully, fairly and in a transparent manner.

Principle 2 - Personal data can only be collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes.

Principle 3 - The collection of personal data must be adequate, relevant and limited to what is necessary in relation to the purpose(s) data is collected for.

Principle 4 - Personal data held should be accurate and, where necessary, kept up to date. Every reasonable step must be taken to ensure that personal data that are inaccurate are erased or rectified without delay.

Principle 5 - Personal data which is kept in a form which permits identification of individuals shall not be kept for longer than is necessary.

Principle 6 - Personal data must be processed in accordance with the individuals' rights.

Principle 7 - Personal data must be processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.

Principle 8 - Personal data cannot be transferred to a country or territory outside the European Union unless that country or territory ensures an adequate level of protection for the rights and freedoms of individuals in relation to the processing of personal data.

### **Lawful, fair and transparent data processing**

MAU3A requests personal information from potential members and members for the purpose of sending communications about their involvement with MAU3A. The forms used to request personal information will contain a privacy statement informing potential members and members as to why the information is being requested and what the information will be used for. Members will be asked to provide consent for their data to be held and a record of this consent along with member information will be securely held. MAU3A members will be informed that they can, at any time, remove their consent and will be informed as to who to contact should they wish to do so. Once a U3A member requests not to receive certain communications this will be acted upon promptly and the member will be informed as to when the action has been taken.

### **Processed for Specified, Explicit and Legitimate Purposes**

Members will be informed as to how their information will be used and the Management Committee of MAU3A will seek to ensure that member information is not used inappropriately. Appropriate use of information provided by members will include:

- Communicating with members about MAU3A's events and activities

**Version: January 2019**

- Group coordinators communicating with their group members about specific group activities.
- Adding members' details to the direct mailing information for the Third Age Trust magazines – Third Age Matters and Sources.
- Sending members information about Third Age Trust events and activities.
- Communicating with members about their membership and/or renewal of their membership.
- Communicating with members about specific issues that may have arisen during the course of their membership.

MAU3A will ensure that group coordinators are made aware of what would be considered appropriate and inappropriate communication. Inappropriate communication would include sending U3A members marketing and/or promotional materials from external service providers.

MAU3A will ensure that members' information is managed in such a way as to not infringe an individual members rights which include:

- The right to be informed.
- The right of access.
- The right to rectification.
- The right to erasure.
- The right to restrict processing.
- The right to data portability.
- The right to object.

### **Adequate, Relevant and Limited Data Processing**

Members of MAU3A will only be asked to provide information that is relevant for membership purposes. This will include:

- Name.
- Postal address.
- Email address.
- Telephone number (s).
- Gift Aid entitlement.

Where additional information may be required, such as health-related information, this will be obtained with the specific consent of the member who will be informed as to why this information is required and the purpose that it will be used for.

Where MAU3A organises a trip that requires next of kin information to be provided, MAU3A will require the member to gain consent from the identified next of kin. The consent will provide permission for the information to be held for the purpose of supporting and safeguarding the member in question. Were this information to be needed as a one off for a particular trip or event then the information will be deleted once that event or trip has taken place unless it was to be required – with agreement – for a longer purpose. The same would apply to carers who may attend either a one-off event or on an ongoing basis to support a U3A member with the agreement of MAU3A.

There may be occasional instances where a member's data needs to be shared with a third party due to an accident or incident involving statutory authorities. Where it is in the best

**Version: January 2019**

interests of the member or MAU3A in these instances where MAU3A has a substantiated concern then consent does not have to be sought from the member.

### **Photographs**

Photographs are classified as personal data. Where group photographs are being taken members will be asked to step out of shot if they don't wish to be in the photograph. Otherwise consent will be obtained from members in order for photographs to be taken and members will be informed as to where photographs will be displayed. Should a member wish at any time to remove their consent and to have their photograph removed then they should contact their group coordinator to advise that they no longer wish their photograph to be displayed.

### **Accuracy of Data and Keeping Data up to Date**

MAU3A has a responsibility to ensure members' information is kept up to date. Members will be asked to let the membership secretary know if any of their personal information changes.

### **Accountability and Governance**

The MAU3A Management Committee is responsible for ensuring that MAU3A remains compliant with data protection requirements and can provide evidence that it has. Where consent is required for specific purposes then evidence of this consent (either electronic or paper) will be obtained and retained securely. The MAU3A Management Committee shall ensure that new members joining the Committee and new Coordinators receive an induction into how data protection is managed within MAU3A and the reasons for this. Committee Members shall also stay up to date with guidance and practice within the U3A movement and shall seek additional input from the Third Age Trust National Office should any uncertainties arise. The Committee will review data protection and who has access to information on a regular basis as well as reviewing what data is held.

### **Secure Processing**

Management Committee members of MAU3A have a responsibility to ensure that data is both securely held and processed. This will include:

- Committee members using strong passwords.
- Committee members not sharing passwords.
- Restricting access of sharing member information to those on the Committee who need to communicate with members on a regular basis.
- Using password protection on laptops and PCs that contain or access personal information.
- Using password protection or secure cloud systems when sharing data between committee members and/or group coordinators.

### **Subject Access Request**

MAU3A members are entitled to request access to the information that is held by MAU3A. The request needs to be received in the form of a written request to the Membership Secretary of MAU3A. On receipt of the request, the request will be formally acknowledged and dealt with within 14 days unless there are exceptional circumstances as

**Version: January 2019**

to why the request cannot be granted. MAU3A will provide a written response detailing all information held on the member. A record shall be kept of the date of the request and the date of the response.

### **Data Breach Notification**

Were a data breach to occur action shall be taken to minimise the harm by ensuring all committee members are aware that a breach has taken place and how the breach has occurred. The Management Committee shall then seek to rectify the cause of the breach as soon as possible to prevent any further breaches. The Chair of MAU3A shall contact National Office within 24 hours of the breach occurring to notify of the breach. A discussion would take place between the Chair and National Office as to the seriousness of the breach, action to be taken and, where necessary, the Information Commissioner's Office would be notified. The committee shall also contact the relevant MAU3A members to inform them of the data breach and actions taken to resolve the breach.

If an MAU3A member contacts the Management Committee to say that they feel that there has been a breach by MAU3A, a committee member will ask the member to provide an outline of their concerns. If the initial contact is by telephone, the committee member will ask MAU3A member to follow this up with an email or a letter detailing their concern. The concern will then be investigated by members of the committee who are not in any way implicated in the breach. Where the committee needs support or if the breach is serious they should notify the National Office. MAU3A member should also be informed that they can report their concerns to the National Office if they don't feel satisfied with the response from MAU3A. Breach matters will be subject to a full investigation, records will be kept and all those involved notified of the outcome.

Policy review date: April 2019



## APPENDIX 3: Matlock Area U3A Formal Privacy Policy



### **Privacy Policy ([Website Link](#))**

Matlock Area U3A (hereafter 'MAU3A') treats your privacy rights seriously. This privacy policy sets out how we will deal with your 'personal information', i.e. 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 becoming a member of MAU3A you will be asked to provide certain information. This includes:

- Name.
- Home address.
- Email address.
- Telephone number.
- Gift Aid entitlement

#### **HOW DO WE COLLECT THIS PERSONAL INFORMATION?**

All the information collected is obtained directly from you. This is usually at the point of your initial registration. The information will be collected via a membership form. At the point that you provide your personal information for membership purposes, 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 our MAU3A activities and services to you.
- For administration, planning and management of our U3A.
- To communicate with you about your group activities.
- To monitor, develop and improve the provision of MAU3A activities.

We'll send you messages by email, other digital methods, telephone and post to advise you of MAU3A activities.

#### **WHO DO WE SHARE YOUR PERSONAL INFORMATION WITH?**

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

- Internally - to committee members and group coordinators – as required to facilitate your participation in our U3A activities.
- Externally – where we use an external membership management system and with your consent for products or services such as direct mailing for the Trust magazines

**Version: January 2019**

(*Third Age Matters and Sources*). Where such systems are used, the committee has scrutinised the Terms and Conditions of each supplier and judged that their digital and physical systems and procedures are secure.

- If we have a statutory duty to disclose it for other legal and regulatory reasons.

Where we need to share your information outside of MAU3A 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 so that we can provide our services to you. In most instances information about your membership will not be stored for longer than you remain a member of MAU3A. 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 member/s 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, members need to inform MAU3A as to any changes to their personal information. You can do this by contacting the membership secretary at any time:

Email: [membership@matlockareau3a.org.uk](mailto:membership@matlockareau3a.org.uk)

Telephone: 01246 590103

Should you wish to view the information that MAU3A holds on you, you can make this request by contacting the membership secretary – 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 individuals 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.

Your membership information is currently held on a spreadsheet and during 2018 will be transferred to Beacon which is a national U3A membership management system. It is accessed by a limited number of Management Committee members as necessary.

### **AVAILABILITY AND CHANGES TO THIS POLICY**

This policy is available on the MAU3A website. This policy may change from time to time. If we make any material changes we will make members aware of this via the "What's on" newsletter.

### **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:

Email: [secretary@matlockareau3a.org.uk](mailto:secretary@matlockareau3a.org.uk)

Telephone: 01629 734290

Policy review date: April 2019

**Version: January 2019**

## Appendix 4: Matlock Area U3A Formal Policy on Adult Safeguarding



[www.matlockareau3a.org.uk](http://www.matlockareau3a.org.uk)

### **Adult Safeguarding Policy and Procedure**

#### **Policy Statement**

Individual U3A's are encouraged by the national office and the Derbyshire Adult Safeguarding Board to adopt a Safeguarding policy.

MAU3A recognises that any adult may become vulnerable at some stage in their life due to illness, age, bereavement, incapacity or other change in circumstances and that this might make them more open to abuse. The purpose of this policy is to identify what members need to know, what to do if abuse is suspected or disclosed and where to get help.

There are many types of abuse and these can be found in the Care Act 2014. As members of the public if we suspect that an adult who is vulnerable is experiencing, or is at risk of, abuse or neglect and that they are unable to protect themselves then we will consider whether we can take action to protect them. As members of MAU3A, if the suspected abuse is linked to a U3A activity then we also need to inform a member of the local management committee who will, if appropriate, inform the national U3A office.

Fears of sharing information must not stand in the way of promoting and protecting the well-being of adults at risk of abuse and neglect. However, every effort should be made to respect the confidentiality of the potential victim of abuse.

#### **Circumstances where members could be vulnerable.**

With almost 700 members it is likely that there will be members who suffer from mental health problems or from forms of dementia. Where coordinators are aware of this they need to bear it in mind when organising activity. In some circumstances a member's spouse or carer has alerted a coordinator about deteriorating health and has either accompanied the member or given advice about their needs.

Care should always be taken in deciding whether a venue is suitable for members with physical or mental health problems. Also when deciding whether to offer a lift to a group meeting or activity.

A number of groups meet in members' homes. Normal levels of care should be taken about the visibility of valuables etc.

**Version: January 2019**

## **Procedure**

1. Anyone who suspects that an adult who is vulnerable is experiencing, or is at risk of, abuse or neglect and that they are unable to protect themselves should report it:

If it is an emergency, contact the police, tel: 999.

If the person is not in any danger now but there has been a crime, contact the Police, tel: 101.

To report a safeguarding concern or ask for advice about a safeguarding concern, contact "Call Derbyshire":

Tel: 01629 533190 between 8am and 8pm Monday to Friday and between 9.30am and 4pm on Saturdays. You can ring Call Derbyshire anonymously without revealing your name.

2. If the suspected abuse is linked to a MAU3A activity the member reporting the abuse should contact the MAU3A chair or business secretary – see website for contact details. An example could be where one member is seen or heard to be attempting to extort money from another member who is apparently vulnerable for whatever reason.
3. The management committee designated Safeguarding lead will be informed and will liaise with the member reporting the abuse to ascertain what is known.
4. The Safeguarding lead may contact the national office Advice and Volunteering manager for advice or support.
5. The Safeguarding lead will decide with the chair or other member of the management committee whether the details of the case will be reported to the national office e.g. if the alleged abuse is perpetrated during a MAU3A activity.
6. Details will be kept confidentially and will not be retained once the case has been closed.

**Policy adopted: January 2019**

**To be reviewed: January 2022 (or in the event of changing legislation)**

**Version: January 2019**

## Appendix 5 - Matlock Area U3A Formal Policy on Equal Opportunities



[www.matlockareau3a.org.uk](http://www.matlockareau3a.org.uk)

### **Equal Opportunity Statement**

All Universities of the Third Age (U3As) pursue an equal opportunities policy and as far as it is within their power to do so, provide equality of treatment to any person in their third age regardless of:

- Educational background.
- Sex (including gender reassignment).
- Marital status (including civil partnership status).
- Sexual orientation.
- Race or racial group (including colour, nationality and ethnic or national origins).
- Religion or belief.
- Disability.
- Social status

U3As strive to achieve a membership which reflects the composition of the community they serve and are committed to the furtherance of fair treatment and the absence of discrimination in all their activities and all contact and communication with external organisations and members of the general public.

**Policy Adopted: January 2019**

**To be reviewed: January 2022 (or in the event of changing legislation)**

**Version: January 2019**

## Appendix 6: National, Regional and County U3A Organisations & Support

The National U3A Organisation is the [Third Age Trust](#). This can provide help and advice (020 8466 6139 or [link](#)) for any issues that seem beyond our experience.

In addition, there is a Regional Network and a [Derbyshire Network](#) of U3As. We have resumed attending the Derbyshire Network and have paid the token annual subscription of £5 per year for 2019.

### Other local U3As

[Bakewell U3A](#)

[Wirksworth U3A](#)

[Chesterfield U3A](#)

The full selection of Derbyshire U3As can be found on the [Network website](#).

Group co-ordinators are encouraged to contact and collaborate with those of similar groups in neighbouring U3As.

There is also a Derbyshire Cluster of U3As. This is a group of U3As within the county who agree to allow members to attend each other's groups without demanding Associate Membership. Matlock has decided not to join the Cluster but to collaborate with other local groups on an informal basis, whilst retaining Associate Membership, so that members of other U3As are still welcome to attend Matlock Groups on that basis.

## Appendix 7: MAU3A Annual Calendar

<b>Date</b>	<b>Event</b>
Beginning of April	New Committee Members take up their posts
	Financial year for MAU3A starts
	Need to find and book a speaker for next AGM
April	First committee meeting of the year
	(above dates may vary if AGM is earlier)
Late November	Publicity Officer asks group co-ordinators for contributions to Annual Report by Christmas
December	Christmas Party
Late December	Annual Report complete;