



Manor Park and Hempstead Fields Residents' Association



Privacy Policy v2 03/02/2025

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

WHAT PERSONAL INFORMATION DO WE COLLECT?

When you express an interest in becoming a member of the MPHFRA or service user you will be asked to provide certain information. This may include:

- Name.
- Home address.
- Email address.
- Telephone number.
- Subscription preferences
- Bank account details if you complete a standing order mandate

HOW DO WE COLLECT THIS PERSONAL INFORMATION?

Personal data may be collected at the time of a membership application or renewal and in connection with the services that the MPHFRA provides:

Membership: 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 membership forms or online contact forms.

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.

Services: Personal information may also be collected from those requesting the Surgery Car Service, the Good Neighbour Scheme the Warm Welcome or other services. All personal data will be destroyed immediately it is no longer required to provide the service.

HOW DO WE USE YOUR PERSONAL INFORMATION?

We use your personal information:

- To provide MPHFRA activities and services to you.
- For administration, planning and management of the MPHFRA and its services.
- To communicate with you about MPHFRA activities.
- To monitor, develop and improve the provision of MPHFRA activities.

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

WHO DO WE SHARE YOUR PERSONAL INFORMATION WITH?

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

- Internally - to committee members– as required to facilitate your participation in our MPHFRA activities.
- If we have a statutory duty to disclose it for other legal and regulatory reasons.
- The emergency services in the event of an emergency

Where we are required to share your information outside of the MPHFRAs we will endeavor to 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 your membership continues.

The exceptions to this are instances where there may be legal or insurance requirements or circumstances that require information to be held for longer whilst this is investigated or resolved. Where this is the case then the member / service user 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 and service users need to inform the MPHFRAs as to any changes to their personal information. You can do this by contacting the membership secretary at any time:

Email: mphfres@gmail.com

Post: The MPHFRAs Secretary, 2 Woodlands Close, TN22 1TS

On an annual basis you will have the opportunity to update your information, as required, via the membership renewal form. Should you wish to view the information that the MPHFRAs 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 individual or for legal, investigative or security reasons. Otherwise, we will usually respond within 14 days of the request being made.

HOW DO WE STORE YOUR PERSONAL INFORMATION?

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

Your membership and personal information is held on a database/spreadsheet which is only accessible to the Secretary, Treasurer or Chairman of the MPHFRAs.

AVAILABILITY AND CHANGES TO THIS POLICY

A copy of this policy is available upon request and online on the MPHFRAs website. This policy may change from time to time. If we make any material changes, we will make members and service users aware.

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: mphfres@gmail.com

Post: The MPHFRAs Secretary, 2 Woodlands Close, TN22 1TS

Policy review date: Feb 2028.

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