

# Privacy Policy

## Norwich Speakers Club



Welcome to the Norwich Speakers Club (NSC) Privacy Policy. NSC takes the protection of your privacy very seriously. This Privacy Policy sets out who we are, why we collect personal data and how we intend to use this information. We will also tell you who we may share your information with and how you can request access to this information.

Norwich Speakers Club are a group of people who get together fortnightly for 2 hours to practice the art of effective communication through public speaking. These meetings were held in evenings at the Assembly Rooms, Norwich, however, currently are being conducted via the on line based meeting facility - 'Zoom'.

NSC is a Toastmasters Club affiliated to Toastmasters International (World Headquarters) based in the USA. NSC follows a tried and tested structure developed by the Toastmasters International organisation to help us develop our skills in a safe and friendly environment.

Data protection law controls how personal information is used by organisations and protects personal data regardless of how that data is collected and stored. NSC is committed to respecting and protecting the privacy rights of our members and acknowledge that any personal data of yours that we handle will be processed in accordance with the Data Protection Act 1998 (DPA) and the General Data Protection Regulations (GDPR) 2018 and within the responsibilities of both the Data Controller and Data Processor. NSC has a statutory obligation to comply with the GDPR in relation to how we store and use members' data.

This Privacy Policy also includes information on how Toastmasters International (World Headquarters) manages your personal data.

Since the new GDPR Regulations came into force, we need you to confirm that you would still like to hear from us about club news and activities associated with your membership and to confirm your agreement not to share any details of other members outside the NSC or Toastmasters International.

### **Who is responsible for overseeing GDPR compliance for NSC?**

The Club Secretary has been nominated to undertake the role of Data Controller to oversee, and ensure compliance with, the GDPR.

You may request a copy of your personal data held by the club at any time. This data will be provided within 4 weeks. There is no charge for this Subject Access Request.

Subject Access Requests will be recorded with the Club Secretary.

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

The lawful basis for processing your personal data is the conditions of your membership of the club and your inclusion in club activities.

When you apply to become a member, we will collect personal data as necessary to register the membership. Typical information required will be your name, postal address, telephone number and email address in order to establish the membership.

We will ask you to provide us with additional information including financial information before activating the membership.

You can choose not to provide certain information or to have it deleted, by accessing your profile or by contacting our Secretary or the Club VP Membership.

Any information collected automatically from the website is statistical data, and does not identify any individual. It helps NSC and Toastmasters International to improve the website and to deliver a better and more personalized service by enabling us to estimate our audience size, browser statistics, and popularity of content and usage patterns.

### **What if my information changes or is incorrect?**

You have the right to request rectification of any errors or omissions to your data. In this instance contact the Club Secretary for correction of information.

If your personal data changes at anytime following joining the Club, contact the Club Secretary at your earliest convenience to amend the data.

### **Why do we retain personal data?**

We retain personal data to fulfil any legal or regulatory obligations and for legitimate business purposes. We may save personal data for longer periods than required by law if it is in our legitimate business interests and not prohibited by law.

### **What happens to my data if I cease to be a member of NSC or Toastmasters International?**

NSC will hold individual data for as long as membership is current or until a member requests erasure of that data.

NSC acknowledges an individuals 'right to erasure and to be forgotten' and will remove all data upon request once membership has ceased.

On ceasing membership with NSC, individual data will be removed from all circulation within 72 hours but we reserve our ability to retain and access the data for so long as required to ensure deactivation of membership is completed such as any outstanding payment of fees. Thereafter financial information will be deleted. It is the members' responsibility to confirm cessation of membership and cancel any bank payment instructions to avoid further payments being made.

On joining another club, on written request, individual data may be passed onto the Club Secretary of the new club.

If you do not renew your membership, Toastmasters International may take steps to mask personal data, but they reserve our ability to retain and access the data for so long as required to comply with applicable laws. Contact Toastmasters International directly should you wish to have your data deleted completely from their files.

### **How does Toastmasters use collected information?**

We use information that we collect about you or that you provide to us, including any personal information:

- To provide you with information, products or services as part of your membership.
- To offer and fulfil our legitimate business purposes.
- To carry out our obligations and enforce our rights arising from any contracts entered into between you and us, including for billing and collection.

### **Does Toastmasters share the information it receives?**

Information about our members is an important part of our business, and we are not in the business of selling it to others. However, we will share your information for the following purposes:

#### **Toastmasters International:**

This includes the organization's World Headquarters, which manages [www.toastmasters.org](http://www.toastmasters.org), as well as Toastmasters districts, divisions, areas and individual Toastmasters clubs. In keeping with their regular offline business practices, Toastmasters International will provide information about Toastmasters members to these internal associates for communication purposes only.

#### **Third-Party Service Providers:**

Toastmasters International may share information with third-party service providers to perform functions on their behalf. Examples include fulfilling orders, streamlining large emails, removing repetitive information from customer lists, analyzing website data, providing website design assistance, conducting surveys, and processing credit card payments. Third parties may have access to personal information needed to perform their functions, but may not use it for other

purposes. All third-parties have been carefully vetted, and when necessary may have signed data protection agreements.

### **Protection of Toastmasters.org and Others:**

Toastmasters International may release account and other personal information when appropriate to comply with the law; enforce or apply their Conditions of Use and other agreements; or protect the rights, property, or safety of Toastmasters International, their members, or others. This may include exchanging information with civil authorities, other companies and organizations in order to protect Toastmasters International and its members from illegal activities. However, this does not include selling, renting, sharing, or otherwise disclosing personally identifiable information from customers for commercial purposes in violation of the commitments set forth in this policy.

### **Do I have choices about sharing my information?**

NSC will not share your data with any third party outside the club or Toastmasters International.

[www.toastmasters.org](http://www.toastmasters.org) gives you access to a broad range of information about your account and your interactions with Toastmasters International for the limited purpose of viewing and, in certain cases, updating that information. Examples of data you can access at [www.toastmasters.org](http://www.toastmasters.org) include your order history and personally identifiable information (including name, email, password, and your club membership history). This list will change and expand as the website evolves.

You may choose not to provide data and opt out of services and communications along the way, but certain services, may be unavailable to you as a result. Alternatives for making purchases or updating your Toastmasters International records may involve using the postal service or a courier service or calling Toastmasters International's Member Engagement and Support Department during business hours.

You can opt out of receiving non-essential communications via email, postal mail, or telephone. Even if you opt out of getting messages, we will still send you transactional messages such as order confirmations and receipts and communications necessary to further our legitimate business interests.

### **How secure is my information?**

NSC keeps your data on computers that have regular security software updates, and all information is password protected. The data on these computers have limited access to individuals within the Club. Access is limited to the Club President, Secretary, VP Membership, VP Education, VP Public Relations, Treasurer, and Sergeant at Arms.

Hard copy information is kept in a secure lockbox with limited access by the Club Secretary and Club President.

Cloud services are not currently used by NSC for storage of personal data.

When you visit the NSC website, we use third party services to collect standard information and details of visitor behaviour patterns to analyse information such as numbers of visitors to specific sections of our website. The information collected in this way is only processed in a way that it does not allow you to be identified. We will not attempt to identify the individuals visiting our website and will only process personal data in accordance and for the reasons outlined within this privacy policy.

Toastmasters International is committed to protecting the security of your personal information and maintains physical, electronic and procedural safeguards that meet industry standards to guard your personal information. They use a variety of security technologies and procedures to help protect your personal information from unauthorized access, use or disclosure. For example, they store the personal information you provide on computer systems with limited access, which are located in controlled facilities. They protect your account information by placing it on the secure portion of their website, using firewalls and other security technology to protect the network and systems from external attacks, and requiring you to enter a unique username and password to access your account information online.

When Toastmasters International transmits highly confidential information (such as a credit card number or password) over the Internet, they protect it through the use of encryption. Toastmasters International uses industry-standard (SSL) technology to prevent unauthorized parties from viewing potentially sensitive information, such as your name and address, as well as critically sensitive information like your credit card number that you provide or access during a secure session (look for a padlock or key and chain icon on your browser).

The safety and security of your information also depends on you. Where Toastmasters International has given you (or where you have chosen) a password for access to certain parts of their website, you are responsible for keeping this password confidential. Certain parts of the website require a password, and you are responsible for keeping this password confidential. Passwords, registered with their website, are encrypted to ensure protection against unauthorized access to your personal information. You are asked not to share your password with anyone.

Toastmasters International urges you to be careful about giving out information in public areas of their website. The information you share in public areas may be viewed by any user of their website. It is important for you to guard against unauthorized access to your password and to your computer. Always sign off when you have finished using a shared computer.

## **What is Doodle?**

Doodle is an on-line scheduling tool used by VP Education to create a calendar of future meetings for Club members to populate with the dates they are able to attend and the duties they would like to undertake. Their privacy policy can be seen on line at <https://doodle.com/privacy-policy/>

Following completion of the Doodle poll, a schedule is organised by the VP Education and a rota of duties is sent to each member by email. This is completed by a disclosed email list of all members so that their email address is not visible to the membership list.

## **What happens to the Membership Contact List?**

The membership contact list that includes name, phone number and email address, is regularly updated and is for the purposes of providing membership details to members of the committee to arrange duties, gain advice and support and provide mentorship. This list is sent to each member of the committee by email by a disclosed email list of those members. Any member wishing to be excluded from this Membership Contact List should contact the Secretary or Club President to have all or part of their details removed.

## **What happens if there is a Data Breach?**

On discovery of any breach of personal data, the Club Secretary and Club President must be immediately notified and the individual/s concerned informed that there has been a data breach and informed of the actions taken as a consequence of the breach.

Any data breach will be reported to the Information Commissioner's Office within 72hours of discovery. World Headquarters will also be notified immediately.

For further information that Toastmasters International may collect from you or that you may provide when you visit [www.toastmasters.org](http://www.toastmasters.org) and their practices for collecting, using, protecting and disclosing that information, please refer to the Toastmasters International website.

For further information that NSC may collect from you and hold during your membership, please contact the Club Secretary.

Contact details: [enquiry@norwichspeakers.co.uk](mailto:enquiry@norwichspeakers.co.uk)