

Toulouse Women's International Group

Privacy Policy Membership

Your privacy is extremely important to Toulouse Women's International Group (TWIG) and we are fully committed to providing you with clear and transparent information about how we use your personal information. We value the trust you give us when sharing your personal information. We will ensure robust measures are in place to keep your information secure and will only use it for purposes outlined in this policy.

When we collect, use, share, retain or do anything else with your personal information (known collectively as 'processing') we are regulated under the General Data Protection Regulation (GDPR) and are responsible as 'controller' of your information.

About us?

TWIG is a non-profit-making Association which seeks to promote friendship amongst English speaking women living in the Toulouse region of France by organising events and activities where members can meet and enjoy themselves. These normally take place in members' homes. TWIG also allows members to benefit from the knowledge and insight of others by enabling the sharing information. TWIG's means of communication are:-

1. By email
2. By the TWIG Directory
3. By emagazine__The Grapevine

This privacy policy explains:

- What information we collect about you
- How we use information about you for legitimate purposes
- How we use your information for statistical purposes
- Other lawful reasons for using information about you
- Other processing activities
- Why we share information about you
- Marketing
- Your rights in respect of your personal information

What information we collect about you

When you register as a TWIG member or renew your membership, we need to collect information about you. Some of this information is essential for us to provide your membership but it is your choice whether you provide all the information we have requested. Not providing information may affect our ability to provide all the benefits of membership to you.

- Your name and preferred title
- Date of birth and gender
- Contact details (telephone number, email and postal address)
- Confirmation of the role you take in the association (e.g. member, group leader, committee member)
- Payment and transactional information (if you are paying your own membership). We do not store credit or debit card details

- The nature of your interest to the association. This includes the types of groups attended.
- Dietary requirements and any other relevant information that we need to know to ensure your needs are met*

*For specific events only

How we use information about you for legitimate purposes

We process personal information about you where we have legitimate interest to do so. In some cases, this may require us to collect additional information from you or from other sources. The purposes include:

- To respond to your questions and support needs you raise in person or by telephone, email, letter or via our website
- To monitor whether our electronic communications are received and opened and to help us monitor the effectiveness of our communication methods and to make improvements
- To provide and promote TWIG activities and events
- To understand member needs and monitor the nature and level of participation in TWIG activities to help deliver our services
- To send you information by post that we think will be of interest to you
- To invite you to participate in TWIG research
- To invite you to a TWIG event
- To respond to complaints or concerns

You have the right to object to any of the processing we undertake based on legitimate interests. Please bear in mind that if you object this may affect our ability to carry out the tasks above for your benefit.

How we use your information for statistical purposes

This data is very important to us as it enhances our understanding of members needs and helps us to monitor and grow participation and membership.

Other lawful reasons for using information about you

We may need to process information about you to comply with legal or statutory obligation. This includes but is not limited to:

- As part of our response to an accident or incident organised by TWIG
- Accounting, auditing, compliance and administration practices.
- To maintain records of amendments to consents and to create suppression lists to ensure people who object to processing are excluded from the relevant processing activities.

We may also need to use information about you relating to TWIG activities to exercise legal claims.

Other processing activities

We undertake some other activities and offer a range of additional services to members. We may need to collect additional information about you as part of these activities and services. They include:

- Events (Christmas fair, book sale, birthday fizz, christmas meal)
- Volunteering
- Research including surveys and interviews

Additional notices about the information about you that we collect and how we will use it will be provided to you at the point that you are invited to participate in, register for or access any of the above activities and services.

Why we share information about you

Activity leaders

Other members

You have the right to object to any of the processing we undertake based on legitimate interests. Please bear in mind that if you object this may affect our ability to carry out the tasks above for your benefit.

Other reasons we share information about you

We may also need to share limited personal information with the following organisations where it is necessary to provide the services you have requested or where we are required or authorised to do so by law.

- Statutory/regulatory authorities and other organisations
- Professional and legal advisors
- External Service providers who are contracted to provide specific services on behalf of WG
We may use the services of a third-party provider to help us in certain areas, such as electronic communications, printing and fulfilment, photography and filming and market research. In some case, we may be required to share your personal information, such as your contact details with the external provider. We limit the personal data that we share to the minimum required to provide the service and the provider will only be able to use personal data for the specific purposes for which it was shared.

Marketing

With your consent, we will use your email address to send you the latest news and information about TWIG and the community that we believe may be of interest to you.

When we send you a marketing communication, we monitor whether you have opened the communication and clicked on any included links. This will enable us to track and analyse your level of engagement/interest in the communication we are sending you and will provide us with further insight on what type of communications are most of interest to you.

We use MailChimp, a US-hosted third-party provider to send out our marketing communications who are certified as adhering to the EU -US Privacy Shield. For more information, please see MailChimp's privacy notice - <https://mailchimp.com/legal/privacy>.

If you agree to any of the above marketing, and later change your mind, you can opt out at any point. You can use the 'unsubscribe' link at the end of the electronic communication, but this will unsubscribe you from all marketing communications.

Your rights in respect of your personal information

We will not transfer or store your personal data outside the European Economic Area (EEA).

Accessing your personal information

You have the right to see the personal information we hold about you. This is called a Data Subject Access Request (DSAR). You can request a copy of any other personal information that we hold by writing to us at the address below. Alternatively, if you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone.

If we do hold information about you, we will:

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

Rectification and erasure

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

Retention

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

Photographs and other video footage captured for promotional purposes will be retained for up to [4 years old]. After this time, they will be deleted unless we consider them to be of public interest and should consequently be archived for historical purposes. Where images have been published on social media, these platform providers may continue to process your data after the retention period has lapsed.

You have a right to request the deletion of your information in advance of the above retention periods. We will delete this information unless there is a lawful reason for the information to be retained.

Changes to the privacy policy

We keep our privacy notices under regular review. This privacy notice was last updated on 11/01/2021

How to contact us

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

Email secretary@toulousetwig.org

