



## HQ R SIGNALS AND RSTL MEMBERSHIP PRIVACY POLICY

### **How we will use your information when you give your data to HQ R SIGNALS or you sign up to a membership or subscription or book onto an event.**

This leaflet explains why we ask for your personal information, how we store and use it and who we may share it with, and what your rights are.

### **Why we ask for your personal information.**

We want you to be part of our Corps family throughout your career and beyond. We want to be able to contact you about Corps events and support you if you require benevolence assistance. By consenting to us holding your information we can administer any memberships and subscriptions and you can be the first to know about exciting events.

### **How we collect personal data**

We collect personal information when you:

- Register online, request information or submit an application through our websites
- Complete a printed form, questionnaire or coupon
- Contact us by phone, post, email or text message
- In addition, information is automatically captured each time you visit our websites. We use cookies (as described here) and collect IP addresses (that can uniquely identify a specific computer or network device on the internet) to track visitors to our websites and prepare management reports

### **Your personal data: the legal basis and what we collect**

We will need to collect personal data in some cases to carry out a service with you; in other cases, we will tell you if providing personal data is optional.

We will ask for your **consent** to collect your personal information for the following:

- to send you newsletters and information about events
- to include you in photography or filming taking place at events
- to enable the collection of Gift Aid

We may collect your personal information to perform a **contract** with you for the following

services:

- membership/subscription renewals
- online bookings and enquiries
- collection of payments through direct debit or other chosen forms of payment i.e direct through wages for the Days Pay Giving.

We will collect your personal information to comply with a **legal obligation**, such as:

- requests made under data protection law

We will hold personal data of people who have written to us, left comments in the Last Post and memorial books on line.

When we ask you to provide your personal information we will let you know why we are asking, and how we will use your data, and direct you towards this policy for more information.

## **How we use your data - Available Memberships**

Your data will be used only to support the legitimate purposes of the RSTL. Depending on your relationship with the RSTL and, where necessary, the consent you have given we may use your information to:

### **Days Pay Giving – Serving Only**

Being part of the Days Pay Giving entitles you to a host of support and financial grants. Corps Funds support welfare/benevolence for serving and retired members of the Corps, their relatives and dependants. It supports Sport and Adventurous Training (AT) and other morale/efficiency activities.

Data Collected for Days Pay Giving:

- Rank
- Name
- Service Number
- Amount paying
- Unit address
- Length of Service
- Service Type
- Date of Birth

Data Collected for AT, sports and other morale/efficiency grants

- Rank
- Name
- Service Number
- Amount paying
- Unit address

## **Royal Signals Association (RSA)**

The Association exists to serve all members and ex-members of the Corps. It aims to foster comradeship with in the Corps family and promotes the charitable work of the Royal Signals Benevolent Fund (RSBF).

Data Collected:

- Rank on leaving service
- Name
- Service Number
- Amount paying
- Postal and email addresses
- Phone numbers
- Gift Aid status
- Length of Service
- Service Type

## **Royal Signals Institution (RSI)**

Fosters professional development amongst the serving and retired personnel of the Royal Corps of Signals and their close colleagues in Defence and Industry. Membership of this Institution entitles you to 2 copies of the 'Journal' a year and invitations to lectures and events held throughout the year. If you would like to join the RSA, please complete the attached DB07 form.

Data Collected:

- Rank on leaving service
- Name
- Service Number
- Amount paying
- Postal and email addresses
- Phone numbers
- Gift Aid status
- Length of Service
- Service Type

## **Benevolence**

Serving or former ROYAL SIGNALS personnel are entitled to benevolence from the Royal Signals Benevolent Fund. Information from case workers from associated charities like the Royal British Legion and SAAFA share your personal information with us in order for the RSBF to assess eligibility for the financial assistance. We hold this information on our secure database for 6 years to comply with the financial regulations.

Data Collected:

- Rank on leaving service
- Name
- Service Number
- Amount of Grant Awarded
- Reason for award
- Length of Service

## **Donations**

Where you are currently serving, ex-corps or a family member that would like to donate to the RSBF but not belong to any other subscription or membership, we collect the following information in order to process your donation:

Data Collected:

- Name
- Postal and email addresses
- Phone numbers
- Gift Aid status
- Amount paying

If serving or ex-corps (to see if we already hold a record of you):

- Service Number
- Rank on leaving service
- Service Dates
- Commission Type
- RSA Membership number

## **Corps Event registration**

Data Collected:

- Full Name
- Service Number
- Postal and email addresses
- Phone numbers
- Car Registration (if function is on Blandford Camp)
- Additional attendees full name
- Dietary requirements

## **Who is your data shared with.**

The data collected is shared with the HQ R SIGNALS and the organisations that fall under the Royal Signals Trustees Limited. These organisations are; The Royal Signals Benevolent Fund, The Royal Signals Association and The Royal Signals Institution. All these organisations are there to support you through your service and retirement and offer a number of events, publications and subscriptions that might be of interest. A small amount of marketing is used, inviting you to events and supplying you with information we believe you may be interested in. If you do subscribe to a publication, your address details are given to the publishers in order to send you the publication. We have a strict agreement with the publishers about how they must treat your information and it is only held there until the publication is distributed.

## **How we store your information.**

The personal information you consent to give us is stored on our customer relationship management database. This database is used by members of the HQ R SIGNALS and Royal

Signals Charity, The Royal Signals Benevolent Fund, The Royal Signals Association and The Royal Signals Institution. This is a fully managed system and there are procedures and policies in place in order to keep your information protected from misuse in accordance with the General Data Protection Regulations.

## **How long we keep your information for.**

Your information is kept in accordance with our retention policy. If you have a subscription and pay us money every year, then we will hold your data for 6 years after this service has stopped. If you have consented for us to contact you about future events, then we will maintain your record until you tell us you would like us to delete it.

So we will retain your data:

- until you inform us that you no longer wish the Charity to communicate with you
- while you are a member of any association or membership or have a subscription
- as required under UK law; for seven years in the case of financial transactions

## **Your rights**

At any point while we are in possession of or processing your personal data, you, the data subject, have the following rights:

- right of access: You have the right to request a copy of the information that we hold about you
- right of rectification: You have a right to correct data that we hold about you that is inaccurate or incomplete
- right to be forgotten: In certain circumstances you can ask for the data we hold about you to be erased from our records
- right to restriction of processing: Where certain conditions apply to have a right to restrict the processing
- right of portability: You have the right to have the data we hold about you transferred to another organisation
- right to object: You have the right to object to certain types of processing such as direct marketing
- right to object to automated processing, including profiling: You also have the right to be subject to the legal effects of automated processing or profiling
- right to judicial review: In the event that The Royal Signals Trustee LTD refuses your request under rights of access, we will provide you with a reason as to why

You have the right to see the information that we hold on you at any time, by submitting a Subject Access Request (SAR) in writing by contacting the Data Protection Adviser (DPA) on the contact details below. You may also request to opt out of any of these services or have your

details deleted from the database at any time, again by contacting the DPA in writing and letting us know what your preferences are.

DPA  
HQ R SIGNALS  
Griffin House  
Blandford Camp  
Dorset  
DT11 8RH

Or email:  
[bussup@royalsignals.org](mailto:bussup@royalsignals.org)

Our Data Controller is the Secretary to the Board of Trustees:

Regtl Secretary  
Griffin House  
Blandford Camp  
Dorset  
DT11 8RH  
01258 482081  
Terry.canham566@mod.gov.uk

When we ask you for information, we will keep to the law, including the General Data Protection Regulations (2018). For independent advice about data protection, privacy and data-sharing issues, you can contact the Information commissioner at: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Phone: 08456 30 60 60 or Fax: 01625 524510  
Website: <http://www.ico.gov.uk>

## Use of our Website and Cookies

To improve your experience and make this website simpler to use, we sometimes place small amounts of information on your computer, mobile phone or device. These include small files known as cookies.

The cookies used on this website improve your experience by:

- Recognising your settings – so you don't need to keep re-entering them whenever you visit a new page.
- Remembering the information that you've given (e.g. your username and password) -so you don't need to keep entering it.
- Measuring how you use our website - so we can make improvements that meet your needs.
- Tracking the websites that you use - so our advertising using third-party networks is better, targeted and more relevant to you.

Our cookies contain anonymous information such as a unique identifier but this information is not used to identify you personally.

The cookies used on this website can be grouped into the following categories:

1. Strictly necessary cookies – required to enable you to move around the website and use

essential features

2. Performance cookies – collect information about how you use our website and help us improve performance and provide a better user experience
3. Functionality cookies – enhance the functionality of the website by storing your preferences.
4. Targeting cookies – used by advertising networks to track your browsing across the internet whilst enabling us to enhance our website with services provided by third-parties.

Some cookies are set directly by the army.mod.uk website. Others are set by third-parties when you visit the Army website. Third-party cookies include those set by advertising networks, the partners we use for web analytics, and external websites delivering embedded content and videos (e.g. YouTube).

Cookies are stored on your computer for different lengths of time depending on what they are used for. Session cookies are temporary cookies and are only stored until you leave the website or when you close your web browser. Persistent cookies last for a fixed period of time, defined within the cookie, and allow the website to recognise the device and track repeat visits.

We do not sell the information collected by cookies.

Further information about individual cookies used on this website is provided below.

## **HOW CAN I CONTROL COOKIES?**

If you don't want to receive cookies, you can change your browser settings to reject new cookies or delete those that have already been set.

You can choose to accept or reject the functionality and targeting cookies set by the Royal Signals website on the cookie settings page and can change these settings at any time.

You will also be given the opportunity to change your cookie settings when you first visit our website. If you continue to browse the website without changing your cookie settings, we will assume you are happy to accept all types of cookie on the Royal Signals website.

You can accept or reject functionality or targeting cookies at any time by changing your cookie settings, although third-party advertising networks may continue to use the information previously collected through targeting cookies.

You cannot change the settings for strictly necessary or performance cookies because these are required to provide a good browsing experience and allow us to collect basic statistics on website usage.

If you create an online account, you will be asked to accept the cookies required for the online application when you register or log in.

In addition to managing the cookie settings on this website, you can opt-out of tracking and targeting cookies by following the instructions provided on the appropriate third-party websites. We have provided links to help you find this information and set your preferences.

Do Not Track (DNT) is a feature offered by some browsers but is not currently supported by this

website. When enabled, it sends a request to the website not to track your browsing, but a universal standard to determine how DNT requests are to be interpreted has not yet been adopted by software providers and website owners.

To learn more about cookies in general and how to manage them, visit [www.aboutcookies.org](http://www.aboutcookies.org).

## **WHAT COOKIES ARE USED ON THE RSTL WEBSITE**

### **STRICTLY NECESSARY COOKIES**

The following cookies are strictly necessary to enable you to move around the website and use essential features. These cookies don't collect any information that is used to identify you personally.

Accepting these cookies is a condition of using the Army website. If you prevent these cookies, we may be unable to protect your privacy or predict how our website will perform during your visit.

#### **STRICTLY NECESSARY COOKIES SET BY THE RSTL**

ASP.NET\_SessionId

To maintain an anonymous user session to enable you to navigate around the website and use your account

cookiePolicyAccept

To remember the cookie settings for your account

### **PERFORMANCE COOKIES**

The following cookies collect information about how you use our website and help us improve performance and provide a better user experience. Cookies of this type collect information about the pages you visit, which videos you watch and if you experience any errors.

These cookies don't collect any information that could be used to identify you – all the information collected is anonymous and is only used to help us improve how our website works and understand what interests our users.

We often use independent web analytics companies to measure and report on the performance of our website. As a result, some performance cookies may be set by a third-party. These can be identified in the list below.

Accepting these cookies is a condition of using the Army website. If you prevent these cookies, we can't be certain how our website will perform during your visit.

#### **PERFORMANCE COOKIES SET BY THE RSTL AND OUR SUPPLIERS**

Google Analytics\_ga

To collect information about how you use our website. This data is shared with Google Analytics who provide analysis and reporting services. These cookies can be identified by the host domain google- analytics.com.



