



## **Workers Voice Union - Privacy Policy**

Workers Voice Union is committed to protecting the privacy and confidentiality of our members, prospective members, and website visitors. This policy explains how we collect, use, and safeguard your personal information.

Workers Voice Union is the “data controller” of your personal data. Registered with the Information Commissioner’s Office (ICO), registration number: ZC038654

**Contact: [info@workersvoiceunion.org](mailto:info@workersvoiceunion.org)**

References to personal data include any information that directly or indirectly identifies you. This may include, but not limited to your name, address, contact details, date of birth, or bank details.

The personal data you provide will be stored in both electronic and/or manual formats.

Workers Voice Union processes personal data in accordance with the Data Protection Act and the General Data Protection Regulation (GDPR).

This policy reflects our responsibilities to use information fairly, keep it secure, ensure its accuracy, and keep it up to date.

Please read the following policy to understand how your personal information will be managed. It may be updated from time to time, so please review it periodically. This version was last updated on **15/03/2026**

### **How Workers Voice Union uses your information and communicates with you**

Workers Voice Union manages and processes all personal information relating to you in full compliance with the UK General Data Protection Regulation (UK GDPR) and relevant data protection laws.

#### **Why Workers Voice Union collects and uses your personal information**

As part of your membership, Workers Voice Union gathers and uses personal data for a range of legitimate purposes, including:

1. Managing and maintaining accurate membership records.
2. Sharing updates and information about union initiatives, campaigns, services, and benefits.
3. Informing you about any changes to our services, benefits, or membership arrangements.

4. Assessing eligibility for, and administering, member benefits and entitlements.
5. Organising and overseeing ballots, elections, and votes.
6. Coordinating and recording meetings, including committees, conferences, or events where you act as a delegate or representative.
7. Providing advice, support, representation, and assistance in both individual and collective matters.
8. Processing and managing membership subscription payments, including payments collected through our payment service provider, Stripe.
9. Meeting our legal and regulatory obligations.
10. Conducting research and member surveys to improve our work.
11. Responding to enquiries, feedback, and complaints.
12. Carrying out other lawful trade union functions or activities consistent with the aims set out in our Rule Book.

### **Confidentiality and Use of Personal Information**

Workers Voice Union treats all personal information as confidential and takes appropriate security measures to protect it from unauthorised access, loss, misuse, or disclosure.

By becoming a member of Workers Voice Union, you acknowledge that the personal information you provide may be used for the purposes outlined above. If your data needs to be used for any additional purpose, you will be informed at the time it is collected.

Our main legal grounds for processing members' personal data are that it is necessary to fulfil the terms of membership and to pursue the legitimate interests and lawful activities of the Union. These interests are broadly defined in our Rule Book and internal policies, covering matters that relate to individual members, groups of members, or the Union as a whole.

In some cases, processing is also required to comply with legal obligations, for example, maintaining an accurate register of members or meeting statutory requirements relating to ballots and elections. To hold membership, you are required to provide certain information so that these obligations can be met.

Workers Voice Union may contact you by post, telephone, text message, or email. You can update your communication preferences at any time by contacting your regional officer or by contacting the email listed on this policy. We will respect your preferences wherever possible; however, some communications are mandatory under trade union law or membership obligations. These may include notices about elections or ballots, information relating to collective bargaining or legal matters, subscription payment reminders, or invitations to branch and workplace meetings. These essential communications cannot be opted out of.

## **Sharing of Information**

Workers Voice Union may share relevant personal information with authorised union officers, when this is reasonably necessary to carry out the functions and purposes described in this Privacy Policy.

We will never share your identifiable personal information with third parties except where:

- they are acting under contract to process data on our behalf;
- we have obtained your explicit consent;
- it is necessary to establish, exercise, or defend legal claims;
- we are legally required to do so; or
- it is necessary for an internal or independent investigation into matters affecting the union or its members.

Where you pay membership subscriptions online or by card, Workers Voice Union uses Stripe as a payment processor to securely process those payments on our behalf. In connection with payment processing, limited personal data may be shared with Stripe, such as your name, contact details, billing details, payment information, and transaction records, only insofar as necessary to process and administer your membership payment.

## **Third Parties**

At times, Workers Voice Union engages carefully selected third-party service providers to perform functions that support the legitimate activities of the union. These may include:

- administering ballots and elections as required by law;
- maintaining or updating membership records;
- providing IT, database, and system support;
- printing or distributing authorised communications related to union activities, campaigns, or membership services;
- managing digital platforms, websites, or surveys; and
- operating helplines and member support services.
- processing membership payments through our payment service provider, Stripe.

All third parties acting on our behalf are bound by strict contractual and technical obligations to safeguard personal data, and they must comply with our confidentiality and data protection standards.

## Payments and Payment Processing

Workers Voice Union uses Stripe as a payment processor to collect and process membership subscription payments. Where you make a payment to the union online or by card, limited personal data may be shared with Stripe, including your name, contact details, billing details, payment information, and transaction records, only where necessary to process your payment and administer your membership.

Stripe acts as a data processor on our behalf for payment services and may process personal data for payment processing, fraud prevention, security, and compliance with legal and regulatory obligations. Workers Voice Union does not store full debit or credit card details on its own systems where payments are processed by Stripe.

## Privacy and Cookies

Workers Voice Union collects the personal information you provide for the purposes explained to you at the point of collection. Some of this information may be gathered when you join, sign up for email updates, or take part in campaigns.

## Storage of Data

We retain personal data only for as long as necessary to fulfil the purposes for which it was collected, to meet legal or regulatory obligations, or where the union has a legitimate and ongoing interest in keeping it.

## Your Rights Under Data Protection Law

As a data subject, you have several rights regarding your personal information:

1. **Right of Access** – You have the right to request a copy of the personal data we hold about you (known as a Subject Access Request). To make a request, please contact us using the details below and specify the information you wish to access.
2. **Right to Rectification** – You can request that we correct or update inaccurate or incomplete information we hold about you.
3. **Right to Erasure** – In certain cases, you can ask for your personal information to be deleted. We will confirm whether this is possible in line with legal and membership requirements.
4. **Right to Restrict or Object to Processing** – You may restrict how we use your data or object to certain types of processing. While we will respect your preferences wherever possible, please note that some essential membership communications cannot be opted out of (such as those relating to elections, legal obligations, or subscription payments).
5. **Right to Data Portability** – You can request your data in a reusable electronic format or ask us to transfer it to another organisation where feasible.
6. **Right to Withdraw Consent** – Where processing is based on consent, you may withdraw it at any time. However, this will not affect the lawfulness of any processing carried out before your withdrawal.

7. **Rights Related to Automated Decision-Making** – Workers Voice Union does not carry out automated decision-making or profiling of member data. If this ever changes, we will update this policy and inform members.

### **Contacting Us**

If you have any questions, concerns, or wish to exercise any of your rights under data protection law, please contact our e-mail address on: **info@workersvoiceunion.org**