



Annual Membership Renewal Form Questions & Answers

The Guild has a responsibility to ensure compliance with current GDPR legislation. Today, normal guild activities have led to members' personal information such as contact details, subscription collection information etc. being held in more than one location. Some of these locations may not be secure, especially if on personal home computers which may or may not have appropriate protection software. These locations are not possible for the guild to police.

This tool will provide members with total control over the personal data they supply, the data is in one secure place with a controlled group of guild officers having access according to their needs.

No one will be excluded from this implementation as there will be an alternative to the on-line membership form for those unable to access the internet.

For 2025 the Guild is introducing an online membership form that will need to be completed to renew your membership or to join as a new member. The purpose of the online form is not to obtain more information from members, but to ensure that the information we do hold is up to date at all times & managed securely and correctly.

We will support all members to use the system and do not wish to leave any who does not use the internet or computers behind.

For 2025 all payments will continue to be made via the District Treasurers, payments can not be made through the online membership form.

Q. I have never completed an application form, or given details before – why now?

A. Some of our long-standing members will never have completed an application form, however, to comply with current law and regulations we do need to be able to identify our membership. For each member we will require

- Your name
- Your address (this is required to ensure that a member can correctly be identified in the event of an insurance claim, or to identify you as a UK taxpayer if you should allow us to claim Gift Aid on your subscription)
- The age range you fall within (This information is used to identify ringers where there may be more than one ringer with the same name, to identify junior members, and for demographic analysis to help the Guild achieve its aims)
- Your District and Tower affiliation
- Your email and phone number

Q. Will I have to do this every year?

A. Your information will need to be reviewed each year, but if you should change any of your contact details you can update your information and contact *preferences at any time during the year. In future, you will just need to confirm your details remain the same and that you wish to renew.*

Q. What if I do not have access to the internet, or do not understand the technology?

A. We will encourage and support every member to provide their details through the online form whenever possible. The form can be completed by another person on your behalf (with your consent), so you can get help from a family member, another ringer, or your district officials. We will encourage each district to have access to the internet at their AGM, so that you can be assisted with the form.



***The form must be completed for all members
by 28th February 2025.***



Q. How will this be better for me?

A. Currently our district secretaries try to contact you using the information that you last provided to them, this may be when you filled in a membership application form, or when you told them an email address or phone number on another occasion.

For some members, the secretaries may have no contact information. They will not be getting information & updates that they would like to receive, whilst others may be contacted when they would rather not receive emails.

The new system will enable us to contact you in the way you prefer, and you will be able to opt out of contact (apart from membership renewal reminders and official notification of Annual or Special meetings).

If you live on the border of two districts, you might like to receive information about what is going on 'over the border', the new system you will be able to opt in to news from other areas, or directly from the Guild.

The Guild exists because of its members, good communication is vital to help us support each other.

The new system is held on secure UK based servers and your data will be collected, used, and saved in accordance with our published Privacy Policy.

Q. What about Junior members?

A. The form will also need to be completed for Junior members, but it will require the details of the parent/guardian to be supplied. Once the form is submitted with the parent contact details we will contact the parent/guardian individually so that parental permission forms can be completed for Guild membership and activities.

Q. How do I make payment of subscriptions for 2025

A. Although the new system does have the facility for us to add online payments if we choose to in future this is something that would affect the existing Guild rules and we will need to discuss this at future meetings

Q. I am a Freeman/Life Member/Associate Member – do I still need to complete the form?

A. Yes, members of all types will need to complete the form, even those who no longer have to pay subscriptions.

Q. Where do I find the form?

A. The form is located on our website, go to the website at https://hdqb.org/?page_id=1874 or <https://membermojo.co.uk/hdgb>

Or, even simpler, you can scan the QR code below and that will take you straight to the form on your smartphone.

Q. Why didn't you pre-load members' details into the system?

A. Because for some members, we do not have them! The membership application form was only introduced relatively recently, so for anyone who joined earlier we may not have contact details. To ensure we have up to date contact details for everyone, we have opted to ask everyone to register their own detail.

Q. I'm worried that I might make a mistake, or mess the form up...

A. Don't worry, it is actually very simple, but if you would like help to complete the form for the first time, please let us know, there will be a willing volunteer to help you.

Q. Help! The form says, 'New Membership' and that I should 'sign in'.

A. **Please ignore this**, it is a standard wording because you have not been 'pre-loaded' on to the Membermojo, so all members will be new to the system. However under '**Application Type**' you should choose '**Membership Renewal (or Existing Member registration)**' once registered we will match your online registration with our membership records.

Please contact the Guild Secretary if you have any questions (07702 799082 guild_secretary@hdgb.org)