

PRIVACY POLICY

Introduction

U3A Wonthaggi recognises the importance of safeguarding members' privacy regarding their personal information held by U3A Wonthaggi.

Purpose

The purpose of this policy is to document members' privacy rights and the framework that U3A Wonthaggi applies to collect, store and use members' personal information.

Policy

1. This policy applies to any information collected by U3A Wonthaggi that can be used to identify an individual member.
2. U3A Wonthaggi collects personal information from members so that it can provide services and perform functions that are consistent with our constitution, including:
 - (a) to make classes and other activities available to members;
 - (b) for communication, administration, marketing, and planning purposes;
 - (c) for program development, quality control and research purposes;
 - (d) to maintain accurate and up-to-date membership records as required under our governing legislation.
3. U3A Wonthaggi collects and records the following types of personal information about members:
 - (a) name
 - (b) residential address and/or postal addresses
 - (c) email address
 - (d) telephone number/s
 - (e) year of birth
 - (f) year joined U3A Wonthaggi
 - (g) previous profession or occupation
 - (h) skills or interests
 - (i) emergency contact details
 - (j) images
 - (k) other information collected through member surveys or for other purposes.
4. U3A Wonthaggi collects personal information directly from a member and not from secondary sources. Information is collected through the membership application and course enrolment processes. From time to time, additional data may be collected via a survey or by other methods.
5. U3A Wonthaggi reserves all rights to film, photograph and record classes and activities; however, a member's wish for privacy will be respected, where known. U3A Wonthaggi may use pictures and/or videos of members for advertising and other promotional or information sharing activities.
6. If a member does not wish to be photographed or recorded, or for any photos or recordings that feature him/her to be used by U3A Wonthaggi, the member must make this known when an image or recording is made. Also, the member must move out of the range of cameras and recording devices.

7. U3A Wonthaggi will:
 - (a) only collect information that is consistent with our primary purpose and constitution;
 - (b) inform members of the reasons for information collection and about how the data is administered;
 - (c) ensure members that members can access their stored personal information;
 - (d) take all reasonable steps to ensure that personal information stored in our database is accurate and up-to-date;
 - (e) take all reasonable steps to ensure that personal information is protected from misuse, loss and unauthorised access.
8. Members' personal information is not shared or disclosed other than as described in this policy. Personal information is not made available to others for direct marketing purposes.
9. U3A Wonthaggi may disclose your personal information, for purposes that are directly relevant to our constitution, to:
 - (a) volunteers, for example, tutors and committee members;
 - (b) related organisations, such as U3A Network Victoria Inc;
 - (c) contractors or service providers, where it is essential to the service to be provided.
10. As our website is linked to the internet, and the internet is inherently insecure, we cannot assure the security of transmission of information you communicate to us online. These communications are at members' own risk.

Access to Stored Information

11. Members' information is stored securely in U3A Wonthaggi's *U-MAS for Members* database. Members can access and edit their information by logging into U3A Wonthaggi's website.
12. A member who does not have online access may inspect any personal information U3A Wonthaggi holds about them by contacting U3A Wonthaggi's Secretary.
13. Where a member believes that personal information held about him/her is incomplete or inaccurate. In that case, she/he may amend it by logging into the U-MAS for Members database or by asking the Secretary or Membership Officer to amend the information.

Feedback or Complaints

14. Where a member believes their privacy has been breached, he/she should contact U3A Wonthaggi's Secretary and provide details of the incident so that it can be investigated.
15. Any questions or concerns about this policy, or a complaint regarding the treatment of personal information, should be referred to the Committee via U3A Wonthaggi's Secretary.
16. U3A Wonthaggi treats all feedback and complaints regarding this policy as confidential. We will contact you within a reasonable time after receiving a complaint to discuss your concerns and outline options regarding how they may be resolved. We aim to ensure that your complaint is resolved in a timely, impartial and appropriate manner.

Responsibilities

17. U3A Wonthaggi's Committee is responsible for:
 - (a) developing, adopting, implementing, publishing and reviewing this policy;
 - (b) collecting, storing and using members personal information in accordance with this policy;
 - (c) investigating complaints about the handling of members' personal information;
 - (d) approving access to members' personal information consistent with this policy;
 - (e) monitoring and revising this policy at least annually and whenever the need arises.

18. U3A Wonthaggi's Secretary is responsible for:

- (a) receiving enquiries about this policy and complaints about a potential breach of this policy;
- (b) bringing a complaint before the Committee for investigation and resolution;
- (c) responding to a member's request for access to the personal information held by U3A Wonthaggi about that member and for requests to correct personal information that is believed to be inaccurate or out of date.

Authorisation

Authorisation: U3A Wonthaggi's Committee approved the *Privacy Policy V1.0* on 13 January 2021
Review Deadline: 30 January 2022