

Privacy Policy

Introduction

U3A Wonthaggi ('U3AW') recognises its responsibility to safeguard members' legal rights to privacy regarding personal information supplied to, collected and stored by U3AW.

Purpose

The purpose of this policy¹ is to document members' privacy rights and the framework that U3AW applies to collect, store, apply and protect members' personal information.

Policy

1. This policy applies to all information collected from members by U3AW that may be used to identify or locate a member.
2. U3AW collects members' personal information to enable it to provide services and perform functions consistent with its rules of association² and the requirements of the **Associations Incorporation Reform Act 2012** (AIR Act), including:
 - a. making services available to members that are consistent with U3AW's rules of association
 - b. member and community communications and marketing
 - c. financial planning and management
 - d. program development, quality control, evaluation and delivery
 - e. maintaining accurate and current membership records as required under the AIR Act.
3. U3AW collects and records the following personal information from members:
 - a. name
 - b. residential or postal address
 - c. email address
 - d. telephone number/s
 - e. year of birth
 - f. year joined U3AW
 - g. previous profession or occupation
 - h. contact details for support in an emergency
 - i. current course enrolments.
4. U3AW collects personal information directly from members via the membership application and course enrolment processes. From time to time, additional data may be collected on a voluntary basis via a survey or by another method.
5. All personal information is entered directly into UMAS by individual members unless they request assistance.
6. Where a member is unable to access UMAS directly, the member may choose to complete a printed membership form to provide the personal details required for membership. Once entered into UMAS by a volunteer, all paper-based records are destroyed by secure means.

¹ U3A Wonthaggi, Privacy Policy V2, February 2023.

² Available at <https://u3awonthaggi.org.au/privacy-policy-2/>

Photographs & Video Recordings

7. U3AW reserves its right to film, photograph or record its classes, activities and events. Where made known to a U3AW committee member, tutor or other volunteer, a member's request not to be filmed or photographed will be respected.
8. Where a member does not wish any photographs or video recordings of him/her to be collected or shared by U3AW, the member must make this known when a recording is made and move out of the range of cameras and other recording devices.
9. From time to time, U3AW may use photographs of events and members for advertising and other promotional or information-sharing activities.

Information Disclosure

10. Members' personal information is not shared or disclosed other than as described in this policy. Personal information is not made available to anyone for direct marketing or other purposes.
11. For purposes that are directly relevant to its rules of association, U3AW may disclose members' personal information to:
 - a. volunteers, for example, tutors, administration volunteers and committee members for administration purposes
 - b. related organisations, such as U3A Network Victoria Inc., however, information requested by U3A Network Victoria is usually statistical and does permit identification,
 - c. contractors or service providers, where it is essential to the service being provided.
12. As U3AW's website is linked to the internet, and the internet is inherently insecure, we cannot guarantee the secure transmission of information members communicate to U3A online. These communications are at the members' own risk.

Member's Access to UMAS Database

13. Members' information is stored securely in the UMAS database. A member can access and edit their information by logging into UMAS via U3AW's website and entering their membership number and password.
14. A member who does not have online access may inspect any personal information U3AW holds about them by emailing a request to U3AW's secretary at secretary@u3awonthaggi.org.au.

Feedback and Complaints

15. Where a member believes their privacy has been breached, he/she should contact U3AW's secretary and provide details of the incident so that it can be investigated.
16. Any questions or concerns about this policy or a complaint regarding the treatment of personal information should be referred to the committee via U3AW's secretary.
17. U3AW treats all feedback and complaints regarding this policy as confidential. The secretary will contact a complainant promptly to hear his/her concerns and outline options for resolution. U3AW aims to ensure that complaints are resolved in a timely and impartial manner.

Responsibilities

18. U3AW's committee is responsible for:
 - a. adopting, implementing, publishing and reviewing this policy
 - b. collecting, storing and using members' personal information in accordance with this policy
 - c. considering complaints about the handling of members' personal information
 - d. approving access to members' personal information consistent with this policy
 - e. keeping up to date with amendments and developments in privacy law

- f. reviewing this policy at least every three years or whenever major changes are made to privacy law.

19. U3A's secretary is responsible for:

- a. reviewing and revising this policy in response to changes to privacy law and in accordance with the designated review cycle
- b. submitting recommendations to U3A's committee for consideration and endorsement
- c. ensuring that volunteers³ with direct access to UMAS are aware of their responsibilities under privacy law
- d. receiving enquiries about this policy, including complaints
- e. bringing a member's complaint before the committee for investigation and resolution
- f. responding to members' requests to modify personal information held in UMAS.

Reviews and Authorisations

Authorisation History: U3AW's committee endorsed Privacy Policy V2.0 on 22 February 2024

U3AW's committee endorsed Privacy Policy V1.0 on 13 January 2021

Next Review Deadline: 30 February 2027

³ Tutors are informed of their responsibilities via the Tutors Handbook, which is produced and distributed annually.