



## Privacy Policy

### Introduction

- 1 U3A Upper Yarra Inc recognises the importance of protecting members' privacy in relation to their personal information.

### Purpose

- 2 The purpose of this policy is to set out members' privacy rights and to document the framework that U3A Upper Yarra Inc will apply when collecting, storing and using members' personal information.

### Policy

- 3 This policy applies to any information collected by U3A Upper Yarra Inc that can be used to identify an individual member. We may collect and record the following types of personal information about members:
  - name
  - postal, street and/or email addresses
  - telephone contact number/s
  - previous profession or occupation
  - skills or interests
  - emergency contact details
  - image (photo or video)
  - other information provided by members to U3A Upper Yarra Inc through surveys or for other purposes.
- 4 U3A Upper Yarra Inc will collect personal information about each member directly from the member in question. This will be done through membership and course registration processes. From time to time, other information may be collected via a survey or by other methods.
- 5 Upper Yarra U3A Inc may from time to time take photographs of members engaged in class activities for U3A publications. Members who decline to permit use of their image will be required to remove themselves from the photograph at the time. A similar statement to this effect will appear on the membership application and subscription renewal.
- 6 U3A Upper Yarra Inc collects personal information from members so that we can

provide services and perform functions that are consistent with our constitution, including:

- to make classes and other activities available to members
- for communication, administrative, marketing, and planning purposes
- for program development, quality control and research purposes
- to maintain accurate and up-to-date membership records.

6 U3A Upper Yarra Inc will:

- only collect information that is consistent with our primary purpose and constitution
- inform members of the reason why information is collected and how it is administered
- inform members that any personal information held about them is accessible to them
- take all reasonable steps to ensure that personal information held is accurate and up-to-date
- take all reasonable steps to ensure that personal information held is protected from misuse, loss and unauthorised access.

7 Members' personal information will not be shared or disclosed other than as described in this policy. Personal information will not be made available to others for direct marketing purposes.

8 U3A Upper Yarra Inc may disclose your personal information, for purposes that are directly relevant to our constitution, to:

- Volunteers, for example, tutors and members of the Committee of Management, office staff volunteers
- Emergency service providers e.g. ambulance, police

9 Our website is linked to the internet, and the internet is inherently insecure, so although we take all reasonable steps ensure your security, we cannot provide any assurance regarding the security of transmission of information you communicate to us online and these communications will be at members' own risk.

## **Procedures**

10 Members are given access to their personal and membership details held by U3A Upper Yarra Inc via the Website to confirm &/or correct their information. They may contact the office for help in accessing this information if necessary.

11 Where a member believes their privacy has been breached, they should contact U3A Upper Yarra Inc's Secretary and provide details of the incident so that it can be investigated.

12 Any questions or concerns about this policy, or a complaint regarding the treatment of personal information, should be referred to U3A Upper Yarra Inc's Secretary.

13 U3A Upper Yarra Inc will treat all requests or complaints lodged regarding this policy confidentially. You will be contacted within a reasonable time after receipt of your

complaint to discuss your concerns and to outline options regarding how they may be resolved. We will aim to ensure that your complaint is resolved in a timely, impartial and appropriate manner.

## Responsibilities

- 14 U3A Upper Yarra Inc's Committee of Management is responsible for:
- developing, adopting, implementing and publishing this policy
  - collecting, storing and using members personal information in accordance with this policy
  - investigating complaints about the handling of personal information
  - approving access to personal information consistent with this policy
  - monitoring and revising this policy as and when the need arises.
- 15 U3A Upper Yarra Inc's Secretary is responsible for:
- receiving enquiries about this policy and complaints about a potential breach of this policy
  - bringing a complaint before the Committee of Management for investigation and resolution.

## Authorisation

This policy:

- has been prepared from policy guideline 01 – Privacy provided by U3A Network, Victoria
- was adopted by the Committee of Management of U3A Upper Yarra Inc., and minuted as such, on **19<sup>th</sup> October 2015**
- will be published by the Committee of Management of Upper Yarra U3A on its website within four weeks of the date of this authorisation.
- will be reviewed at a time no longer than three years from the above date of adoption.

## Related Policies

Sexual Harassment