



POLICY 02: PRIVACY POLICY

1. INTRODUCTION

U3A Mornington (referred to as "U3AM", "We" or "Us" in this Privacy Policy) acknowledges that your privacy is important to you, and we are committed to protecting all of your personal information which we collect, hold and administer.

2. PURPOSE

The purpose of the policy is to provide a framework for U3AM in dealing with privacy considerations related to members, which may include their personal, private, confidential or sensitive information.

3. SCOPE

This policy applies to all U3AM members, honorary tutors, guest tutors and other volunteers (hereafter referred to as 'stakeholders').

Consumer Affairs Victoria (CAV) administers the Victorian Associations Incorporation Reform Act 2012 (the Act) under which incorporated U3As are registered.

In 2014 the Victorian Government passed the Privacy and Data Protection Act (2014), requiring state government funded agencies to comply with a number of privacy provisions and principals. U3A Network Victoria is funded by the Department of Health and Human Services (DHHS) and the Adult, Community and Further Education Board (ACFE) of the Department of Education and Training on behalf of the U3A movement in Victoria.

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4 DEFINITIONS

Personal information is information which directly or indirectly identifies a person. This includes their contact information.

5. POLICY

U3AM recognises the essential right of individuals to have their information administered in ways which they would reasonably expect – protected on one hand, and made accessible to them on the other. These privacy values are reflected in and supported by our core values and philosophies and also reflected in our Privacy Policy, which is compliant with the Privacy Act 1988 (Commonwealth).

U3AM is bound by laws which impose specific obligations when it comes to handling information. We have adopted this policy as minimum standards in relation to handling personal information.

U3AM will ensure stakeholders are aware of our Privacy Policy and its purposes.

U3AM will take reasonable steps to ensure the information we collect is accurate, complete, up to date, and relevant to the functions we perform.

U3AM collects personal information about you and your interactions with us.

Personal information is collected only after you have consented to U3AM using this information to process your membership, enrol you in classes, or other related purposes. This information can be collected either manually or electronically.

5.1 Use of personal information

U3AM will only collect information which it requires for its primary function, or a directly related purpose. By becoming a member of U3AM you are deemed to agree with this policy and consent to U3AM using your personal information for the following purposes:

- Providing you with the services you have requested,
- Providing you with prompt and efficient service
- Contacting you in relation to these services

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- Improving our services and website
- Informing you of any new services which may interest you
- Allowing us to perform administrative and operational tasks (e.g. billing & account management)
- Improving our promotional efforts
- Improving the accuracy of the personal information we hold
- Answering your direct enquiries
- Complying with legal obligations where necessary

Personal information will not be used for any other purpose without your explicit consent. Specifically, we will not disclose your name, address, email address or telephone numbers, to any person or organization outside U3AM, unless we are legally obliged to do so. We do not provide such information to other members of U3AM apart from those tutors and volunteers who require that information to perform their roles

5.2 Accessing your information

Subject to the Associations Incorporation Reform Act 2012 and the Rules of Association of U3AM, members have right of access to the membership database, the minutes of general meetings and other books and documents. but only if the Committee does not consider that access would result in a breach of Federal and State legislation relating to privacy,

You can view the personal information we hold about you by logging onto our website. You can also contact us directly and confirm your identity. We will make your information available within 5 working days of your request.

Whilst we take reasonable precautions to ensure that the personal information we collect is complete, relevant and up-to-date, the accuracy of the personal information we hold depends on the information you provide. We recommend you update your personal information on our website, or that you let us know when there are changes needed to your personal information, or if there are any errors, omissions, or changes to the information we hold.

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5.3 Storage and security of your details

U3AM will store personal information securely and implement and take steps to ensure that personal information is protected from misuse, loss, unauthorised access, interference, unauthorised modification, or disclosure.

U3AM administrative and office volunteers together with volunteer tutors are the only people who are permitted to access your information, and only those portions that they need to access in order to perform their tasks. These administrative/office volunteers and tutors who have access to your information are bound by a signed Confidentiality Agreement.

Occasionally, we may also outsource certain functions, such as quality management and technical improvements to our database. This will only be done after these third parties sign a privacy and non-disclosure document, which ensure they also comply with Australian Privacy Legislation.

U3AM will take all reasonable steps to keep any information that we possess about you, secure. However, you also play an important role in keeping your personal information secure. When connected to the Internet, please ensure that you have a fully functioning, up-to-date firewall and anti-virus software protection in place. It is also important to maintain confidentiality of your passwords, account details etc. We cannot be held responsible for any damage, loss or expense suffered due to you ignoring these basic requirements.

5.4 Promotion

We may use your personal information to get a better understanding of your needs, and for promotional purposes.

However, we will not use your personal information in our marketing materials (e.g. newsletters, website, newspapers, etc.) unless you have agreed to their use when providing or updating your information. We regularly photograph classes and other activities for use in our newsletter, website and other publications. Where practicable, we will obtain your verbal approval for the use of such images. If you do not wish your image to be used in this way, please complete the **Withdrawal of Permission for Photographic Authorisation** form (attached).

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5.5 Links to other websites

U3AM may provide you with links to other websites when we consider you may be interested in the content on those sites. This in no way constitutes an endorsement of those sites or their content and U3AM has no control over the conduct of the companies or organizations operating those sites. Before you disclose any personal information to such a site, we advise you to check its terms and conditions, including its privacy and security policies.

5.6 Complaints

If you have a concern about your privacy, you have a right to make a complaint and we will do everything we can to put matters right.

To lodge a complaint, please contact us by emailing secretary@u3amornington.org.au as soon as possible. We will review your complaint and endeavour to resolve it as soon as possible.

We will acknowledge every complaint we receive and provide contact details of the person investigating your complaint. We will keep you updated on the progress we are making towards resolving your issue. If we are unable to provide a final response within 30 days, we will contact you to explain why and discuss a timeframe to resolve the complaint.

6. RESPONSIBILITIES

U3AM's Committee of Management is responsible for developing, adopting and reviewing this policy. The President is responsible for the implementation of this policy, for monitoring changes in Privacy legislation, and for advising on the need to review or revise this policy as and when the need arises.

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7. RELATED POLICIES

01: Code of Conduct Policy

03: Confidentiality Policy

05: Grievance and Dispute Resolution Policy

Rules of Association, Part 5, Section 46

8. REFERENCES

Institute of Community Directors, Australia.

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Withdrawal of Permission for Photographic Authorisation

U3A Mornington regularly photographs individuals and groups attending classes and other activities. These images may be used in the *Four Seasons* newsletter, *Currawong Catch-up* eBulletin, our website, social media and other publications. The images are used only to promote U3A Mornington and will not be used for commercial purposes.

If you do **not** wish images of you to be used, please indicate below.

I,

(Print name)

do **not** give permission for photographs of me to be used in print and electronic publications of U3A Mornington.

Signed :

Date:

Please return this form to U3AM office or email to office@u3amornington.org.au

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