
POLICY DOCUMENT - PRIVACY

REV 8-APR-2022

Introduction

U3A Bentleigh Inc recognises the importance of protecting members' privacy in relation to their personal information.

Purpose

The purpose of this Policy Document is to set members' privacy rights and to document the framework that U3A Bentleigh Inc will apply when collecting, storing and using members' personal information.

Policy

1. This policy applies to any information collected by U3A Bentleigh that can be used to identify an individual member. U3A Bentleigh 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
 - contact details in case of emergency
 - image (photo or video)
 - other information you provide to us through member surveys or for other purposes.
2. U3A Bentleigh 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 survey or by other methods.
3. U3A Bentleigh reserves the right to film, photograph and video classes and activities, but will endeavour to respect members' privacy where they let U3A Bentleigh know their preferences in writing.
4. U3A Bentleigh collects personal information from members so that it can provide services and perform functions that are consistent with the 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.

5. U3A Bentleigh Inc will:
 - only collect information that is consistent with the purpose as outlined in the 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 unauthorized access.
6. Members' personal information will not be shared or disclosed other than as described in this policy.
7. Personal information will not be made available to others for direct marketing purposes.
8. U3A Bentleigh may disclose a member's information for purposes that are directly relevant to its Constitution, to:
 - volunteers, for example, tutors and members of the Committee of Management
 - related organisations, for example, U3A Network Victoria Inc
 - employees, contractors or service providers where it is essential to the service to be provided.
9. As U3A Bentleigh's website is linked to the internet, and the internet is inherently insecure, U3A Bentleigh cannot provide any assurance regarding the security of transmission of information a member communicates to U3A Bentleigh online and these communications will be at members' own risk.

Procedures

1. Members may request access to any personal information U3A Bentleigh holds about them by contacting the Secretary who will aim to provide a suitable means of accessing the information.
2. Where a member believes that personal information held about him/her is incomplete or inaccurate the member may ask the Secretary to amend it.
3. Where a member believes their privacy has been breached, they should contact the Secretary and provide details of the incident so that it can be investigated.
4. Any questions or concerns about this policy, or a complaint regarding the treatment of personal information, should be referred to the Secretary.
5. U3A Bentleigh Inc will treat confidentially all requests or complaints lodged regarding this policy. U3A Bentleigh will contact a member within a reasonable time after receipt of their complaint to discuss their concerns and to outline options regarding how the matter may be resolved. U3A Bentleigh will aim to ensure that a member's complaint is resolved in a timely, impartial and appropriate manner.

Responsibilities

1. U3A Bentleigh 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.
2. U3A Bentleigh Inc's Secretary is responsible for: receiving enquiries about this policy and complaints about a potential breach of this policy; and, for bringing a complaint before the Committee of Management for investigation and resolution.
 3. U3A Bentleigh Inc's Secretary is responsible for responding to a member's request for access to the personal information held by U3A Bentleigh about that member and for requests to correct personal information that is believed to be inaccurate or out of date.

Review

These Terms & Conditions will be reviewed annually or when circumstances change.

Approved

This Policy Document has been endorsed by the U3A Bentleigh Inc Committee of Management and authorised to be posted on the website. Effective date: 8-Apr-2022.