

Guideline – Privacy

Introduction

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

Purpose

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

Guideline

1. This guideline applies to any information collected by U3A Stonnington Inc. that can be used to identify an individual member. U3A Stonnington 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 you provide to us through member surveys or for other purposes.
2. U3A Stonnington 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 survey or by other methods.
3. U3A Stonnington Inc. reserves the right to film, photograph and video classes and activities, but will endeavour to respect members' privacy where they let U3A Stonnington know their preferences in writing.
4. U3A Stonnington Inc. collects personal information from members so that U3A Stonnington 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 Stonnington Inc. will:

- only collect information that is consistent with the 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 unauthorized access.

6. Members' personal information will not be shared or disclosed other than as described in this guideline.

7. Personal information will not be made available to others for direct marketing purposes.

8. U3A Stonnington Inc. may disclose a member's personal information, for purposes that are directly relevant to U3A Stonnington's 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 Stonnington Inc. website is linked to the internet, and the internet is inherently insecure, U3A Stonnington cannot provide any assurance regarding the security of transmission of information a member communicates to U3A Stonnington online and these communications will be at members' own risk.

Procedures

1. Members may request access to any personal information U3A Stonnington Inc. holds about them by contacting U3A Stonnington Inc. Membership Officer 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 Membership Officer to amend it.
3. Where a member believes their privacy has been breached, they should contact U3A Stonnington Inc. Secretary and provide details of the incident so that it can be investigated.

4. Any questions or concerns about this guideline, or a complaint regarding the treatment of personal information, should be referred to U3A Stonnington Inc. Secretary.
5. U3A Stonnington Inc. will treat confidentially all requests or complaints lodged regarding this guideline. U3A Stonnington 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 Stonnington will aim to ensure that a member's complaint is resolved in a timely, impartial and appropriate manner.

Responsibilities

1. U3A Stonnington Inc.'s Committee of Management is responsible for:
 - developing, adopting, implementing and publishing this guideline
 - collecting, storing and using members personal information in accordance with this guideline
 - investigating complaints about the handling of personal information
 - approving access to personal information consistent with this guideline
 - monitoring and revising this guideline as and when the need arises.
2. U3A Stonnington Inc. Secretary is responsible for: receiving enquiries about this guideline and complaints about a potential breach of this guideline; and, for bringing a complaint before the Committee of Management for investigation and resolution.
3. U3A Stonnington Inc. Membership Officer is responsible for responding to a member's request

for access to the personal information held by U3A Stonnington Inc. about that member and for requests to correct personal information that is believed to be inaccurate or out of date.

Authorisation

This Guideline was adopted by the Committee of Management of U3A Stonnington Inc., and minuted as such, on **30 November 2020**

This guideline will be published by the Committee of Management of U3A Stonnington Inc. on its website within 4 weeks of the date of this authorisation

Guideline Review

This Guideline will be reviewed at least annually or when circumstances change.

Related Guidelines

Version

Version 1.0

Endorsed by U3A Stonnington Committee

Guideline 01 – Privacy V.1.0

Date: 30/11/2020