



University of the Third Age

Policy Guideline 1 – Privacy

Introduction

U3A Waverley Inc. (hereafter **U3A Waverley**) recognises the importance of protecting members' privacy in relation to their personal information.

Purpose

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

Policy

The application applies to any information collected by **U3A Waverley** that can be used to identify an individual member. The information we may collect and record includes but is not limited to

- Name
- Postal, street and/or E-mail address
- Telephone contact number(s)
- Previous profession or occupation
- Skills and interests
- Emergency contacts
- Other information provided from time to time through member surveys or other purposes.

U3A Waverley collects personal information from members so that we can provide services and perform functions that are consistent with our rules

- To make classes and other activities available to members
- For communication, administration, marketing and planning
- For program development, quality control and research
- To maintain membership records which are accurate and up-to-date.

U3A Waverley will collect personal information about each member directly from the member through the membership and course registration process. From time to time other information may be collected by survey or other methods.

U3A Waverley will not use a member's image taken by photograph, video or any other method without the express consent of the member or each member of a group in the case of a group image. At the time of obtaining consent **U3A Waverley** will advise the intended use of the image and that image will not be used for any other purpose unless further consent specifically relating the extended purpose is obtained.

U3A Waverley 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.

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.

U3A Waverley may disclose your personal information, only for purposes that are directly relevant to our rules, to

- Tutors and members of the Committee of Management
- Service providers where it is essential to the service provided.

Our website is linked to the internet, which is inherently insecure, so we are unable to provide assurance as to the security of transmission of information communicated to us online and such communications are at members' risk.

From time to time members may be asked to sign a petition by a visiting presenter or other member. Any member who elects to sign such petition does so in the knowledge that the personal information provided is outside the cover of this policy and cannot be protected by **U3A Waverley**, members of its committee, tutor or volunteer providing service to **U3A Waverley**.

Procedures

Members may request access to any personal information **U3A Waverley** uses via the SMMS enrolment management system wherein individual members are responsible for the accuracy of their personal and enrolment information and can review and amend their details online. **U3A Waverley** will facilitate access to this system where members do

not have access to the system and will assist such members to amend their information if found to be inaccurate.

Where a member believes their privacy has been breached, the member should contact **U3A Waverley** Secretary and provide detail of the breach so that it can be investigated.

Any questions or concerns about this policy, or complaint relating to the treatment of personal information, should be referred to **U3A Waverley** Secretary.

U3A Waverley will treat all requests or complaints relating to this policy with respect and confidentiality. The complainant will be contacted within reasonable time after receiving the complaint to discuss the complaint and to determine the options available for resolution. Every endeavour will be made to resolve the complaint in a timely, impartial and appropriate manner.

Responsibilities

U3A Waverley 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 necessary.

U3A Waverley Secretary is responsible for

- Receiving enquiries about this policy
- Receiving complaints as to a breach of this policy
- For bringing a complaint before the Committee of Management for investigation.

U3A Waverley Membership Secretary is responsible for responding to a member's request for access to personal information held by **U3A Waverley** about themselves where that member does not have access to the enrolment management system and for requests to correct personal information that is found to be inaccurate.

Authorisation

This policy was adopted by the Committee of Management of **U3A Waverley** per the minutes of meeting held 10th December 2015.

Related Policies

U3A Waverley Sexual Harassment Policy.

