

## **5. U3A LAKES ENTRANCE – Policy Guidelines**

### **PRIVACY. (approved 9 February 2023)**

#### **Introduction**

1. U3A Lakes Entrance 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 Lakes Entrance Inc. will apply when collecting, storing and using members' personal information. This document is a policy guideline and is consistent with:

- The U3A Network Victoria Rules & Constitution as amended December 2013
- The Associations Incorporation Reform Regulations 2012.

#### **Policy**

3. This policy applies to any information collected by U3A Lakes Entrance 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 you provide to us through member surveys or for other purposes.

4. U3A Lakes Entrance Inc. will collect personal information about each member directly from the member in question. This will be done through membership and course registration processes. Approval to use a member's image/s in U3A Lakes Entrance Inc. publications will be sought on the Membership Application and Membership Renewal forms; members who decline to permit use of their image will be required to opt out of U3A Lakes Entrance Inc. photographs. From time to time, other information may be collected via a survey or by other methods.

5. U3A Lakes Entrance 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 Lakes Entrance 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 Lakes Entrance 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
- 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 our website is linked to the internet, and the internet is inherently insecure, 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 may request access to any personal information U3A Lakes Entrance Inc. holds about them by contacting U3A Lakes Entrance Inc. Secretary or the Membership Officer who will aim to provide a suitable means of accessing the information.

11. Where a member believes that personal information held about him/her is incomplete or inaccurate the member may ask the Secretary or Membership Officer to amend it.

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

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

14. Medical information may be written on the rear of membership badges by the individual member if he/she chooses to do so. This information will be treated as strictly confidential and may be accessed only in the event of a medical emergency.

15. U3A Lakes Entrance Inc. will treat confidentially all requests or complaints lodged regarding this policy. We will contact you 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**

16. U3A Lakes Entrance Inc.'s Committee of Management is responsible for:

- developing, adopting, implementing, publishing and reviewing 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.

17. U3A Lakes Entrance 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.

18. Any complaint made by members concerning a potential breach of information by U3A, or an individual member, will be dealt with in accordance with Lakes Entrance U3A's Grievance Policy.

19. U3A Lakes Entrance Inc.'s Secretary and Membership Officer are responsible for responding to requests for access to the personal information held by U3A Lakes Entrance Inc. about that member and for requests to correct personal information that is inaccurate or out of date.

***This document was approved by the Lakes Entrance U3A  
Committee of Management on 9 February 2023.***