



# U3A FRANKSTON INC. POLICY MANUAL

## *Policy No. 1: Privacy*

### **1. Introduction**

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

### **2. Purpose**

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

### **3. Policy**

3.1 This policy applies to any information collected by U3A Frankston that can be used to identify an individual member. U3A Frankston 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.

3.2 U3A Frankston 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 Frankston's 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 Frankston's photographs. From time to time, other information may be collected via a survey or by other methods.

3.3 U3A Frankston collects personal information from members so that it can provide services and perform functions that are consistent with the U3A Frankston Rules, 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.

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### 3.4 U3A Frankston will:

- only collect information that is consistent with our primary purpose and Rules
- 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.

3.5 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.

3.6 U3A Frankston may disclose your personal information for purposes that are directly relevant to our Rules to:

- volunteers, tutors and members of the Committee of Management
- related organisations, such as U3A Network Victoria Inc.
- contractors/service providers where essential to the service to be provided.

3.7 As our website is linked to the internet, and the internet is inherently insecure, U3A Frankston 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.

## **4. Procedures**

4.1 Members may request access to any personal information U3A Frankston holds about them by contacting a U3A Frankston Committee Member who will aim to provide a suitable means of accessing the information.

4.2 Where a member believes that personal information held about him/her is incomplete or inaccurate, the member may provide a written note to an Office Volunteer or ask a Committee Member to amend it.

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

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

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4.5 U3A Frankston will treat confidentially all requests or complaints lodged regarding this policy. You will be contacted by a Committee Member within a reasonable time after receipt of your complaint to discuss your concerns and to outline options regarding how they may be resolved. U3A Frankston will aim to ensure that your complaint is resolved in a timely, impartial and appropriate manner.

### **5. Responsibilities**

5.1 U3A Frankston'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.

5.2 U3A Frankston'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.

5.3 U3A Frankston's Secretary is responsible for responding to a member's request for access to the personal information held by U3A Frankston about that member and for requests to correct personal information that is believed to be inaccurate or out of date.

### **6. Authorisation**

6.1 This Privacy Policy was adopted by the Committee of Management of U3A Frankston and minuted as such on 16 February 2016.

6.2 This policy will be published by the Committee of Management of U3A Frankston on its website within four weeks of the date of this authorisation.

### **Related Policies**

- Policy No. 2: Code of Conduct
- Policy No. 3: Sexual Harassment
- Policy No. 4: Bullying
- Policy No. 5: Risk Management
- Policy No. 6: Anti-Discrimination
- Policy No. 7: Health & Safety (Serious Injury & Incident Report)
- Policy No. 8: Conflict of Interest

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Endorsed by U3A Committee of Management	Date: 16 February 2016
Revised	Date: