Policy – Privacy

Introduction

Whittlesea U3A Inc. 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 Whittlesea U3A Inc. will apply when collecting, storing and using members' personal information.

Policy

1. This policy applies to any information collected by Whittlesea U3A Inc. that can be used to identify an individual member. Whittlesea U3A 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. Whittlesea U3A 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. Whittlesea U3A Inc. reserves the right to film, photograph and video classes and activities, but will endeavour to respect members' privacy where they let Whittlesea U3A know their preferences in writing.

4. Whittlesea U3A Inc. collects personal information from members so that Whittlesea U3A 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. Whittlesea U3A 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 policy.

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

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

Procedures

1. Members may request access to any personal information Whittlesea U3A Inc. holds about them by contacting Whittlesea U3A 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 for assistance to have it amended or update themselves online

3. Where a member believes their privacy has been breached, they should contact Whittlesea U3A Inc. 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 Whittlesea U3A Inc. Secretary.

5. Whittlesea U3A Inc. will treat confidentially all requests or complaints lodged regarding this policy. Whittlesea U3A 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. Whittlesea U3A will aim to ensure that a member's complaint is resolved in a timely, impartial and appropriate manner.

Responsibilities

1. Whittlesea U3A 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. Whittlesea U3A Inc. 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. Whittlesea U3A Inc. Membership Officer is responsible for responding to a member's request for access to the personal information held by Whittlesea U3A Inc. about that member and for requests to correct personal information that is believed to be inaccurate or out of date.

Authorisation

This Policy was updated by the Committee of Management of Whittlesea U3A Inc., and minuted as such, on the 11th of May, 2026

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

Policy Review

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