

Data Privacy and Security Policy

Data Privacy and Security Statement

Our U3A is committed to safeguarding privacy of personal information. Overall responsibility for this policy rests with our Committee of Management. Our Privacy Officer holds responsibility for compliance. We seek to abide by the *Privacy and Data Protection Act 2014 (Vic) (PDP Act)*. The Act is administered by the Office of the Victorian Information Commissioner (OVIC) at <https://ovic.vic.gov.au/>. Our U3A seeks to comply with the Victorian Protective Data Security Framework and the Victorian Privacy Principles (VPPs).

What is Personal Information and Why Do We Collect It?

Personal Information may include:

- Name
- Year of birth
- Postal, street and email addresses
- Telephone contact numbers
- Previous profession or occupation
- Skills or interests
- Emergency contact details
- Images such as a photo or video
- Other information you provide to us through member surveys or for other purposes

Our U3A 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 images in U3A Emerald Inc. publications will be sought on the Membership Application and Renewal forms, and the Membership Terms and Conditions, attached to those forms will outline that, before members' images are captured, the intended use of the images will be conveyed, and each member's consent will be inferred from participation in that process. Members who decline to permit use of their image will be required to opt out of U3A Emerald Inc. photographs. •From time to time, other information may be collected via a survey or by other methods.

Personal Information may be obtained in many ways including via:

- Correspondence
- Telephone
- Email
- Voice and video recordings
- Online forms, such as in relation to membership applications or registration for events
- Via our website
- From subscribing to our newsletters

You may unsubscribe from our newsletters by opting out or at any time by email or contacting us in writing.

We do not guarantee any websites which are accessed from our website via links or the policy of authorised third party software providers.

We collect 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

We 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 used
- 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.

We may disclose your personal information, for purposes that are directly relevant to our constitution, to:

- Our volunteers, for example, tutors and members of the Committee of Management
- Employees, contractors or service providers where it is essential to the service to be provided.

When we collect personal information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it. We will only transfer your personally identifiable information to hosting services which meet or are deemed equivalent to the Victorian Privacy Principles.

We cannot provide any assurance regarding the security of transmission of information you communicate to us via unsecured or public Wi-Fi. These communications will be at your own risk.

Sensitive Information

Sensitive information is defined in the PDP Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information. Our U3A does not collect sensitive information.

Disclosure of Personal Information

Your personal information may be disclosed in several circumstances including the following:

- Third parties where you consent to the use or disclosure
- Where required or authorised by law

Security of Personal Information

We store our data SiteGround. Their servers are located in Sydney, Australia. We use a combination of people, process and technology safeguards to store personal information in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure.

Personal information stored in physical files in our U3A are held [name where], kept secure and retained by us for a maximum of seven years.

Our U3A uses the following physical security and access strategies to protect information stored at our site: Locked store room at the Emerald Hub.

Online Applications

Our website uses the WordPress platform. This platform uses visitor data in the form of IP addresses which then generate random numbers which are analysed by Google Analytics.

Our U3A uses Zoom for video-conferencing. Zoom meetings can be recorded locally by the host but will only be recorded with the permission of all participants. Participants can take screen shots. Zoom recordings are locally encrypted with complex passwords by default and will be set to not allow the recording to be downloaded and for access links to have an expiry date.

Access to your Personal Information

You may access the personal information we hold about you and update or correct it, subject to certain exceptions. If you wish to access your personal information, please contact us in writing.

We will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your personal information.

In order to protect your personal information we may require identification from you before releasing the requested information.

Maintaining the Quality of your Personal Information

It is important to us that your personal information is up to date. We will take reasonable steps to make sure that your personal information is accurate, complete and up to date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

Procedures

- Members may request access to any personal information our U3A holds about them by contacting our Secretary who will aim to provide a suitable means of accessing the information
- Where a member believes that personal information held about them is incomplete or inaccurate the member may ask the Secretary to amend it
- Where a member believes their privacy has been breached, they should contact our Privacy Officer and provide details of the incident so that it can be investigated
- Any questions or concerns about this policy, or a complaint regarding the treatment of personal information, should be referred to our Privacy Officer
- We 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.

Policy Updates

This policy may change from time to time and is available on our website.

Privacy and Data Security Policy Complaints and Enquiries

If you have any queries or complaints about this policy, please contact us at: emeraldu3a@gmail.com

Reporting to U3A Network Victoria

Under the terms and conditions for membership of U3A Network Victoria, we are required to report deidentified statistics about their membership to report annually to Network. The current requirement is to report in May each year.

In order to report, we must enter the required reporting details into the Network Members Database (NMDB). Entry to the NMDB is obtained via the Network website, and then logging in using a unique ID and passcode supplied to us.

Other Reporting Information

The categories of information collected currently through NMDB include:

- U3A details
- Office bearers
- Numbers of members
- Age breakdown by male and female, and
- Volunteer numbers and hours

The information is used by Network to:

- Calculate annual subscriptions to be paid to the Network. Currently it is calculated at \$2 per full member
- Demonstrate growth in membership over time to funders
- Communicate with U3As and their Presidents, Secretaries and other key position holders
- Record key U3A representatives
- Allow the public to search via the Network website for a U3A in their area

Apart from entering our own data, we are not able to access NMDB to view the details about other U3As.

Personal Information entered into NMDB (Network Members Database)

Each U3A is required to enter the name, email address, home and mobile numbers of key office bearers including:

- President
- Vice President
- Secretary
- Treasurer
- Course Coordinator



EMERALD
UNIVERSITY OF THE THIRD AGE

- Council Delegate