



HEALESVILLE
UNIVERSITY OF THE THIRD AGE

Data Privacy and Security Policy

U3AHealesville 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/> U3AHealesville 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

U3AHealesville 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 in our publications will be assumed on completion of the [membership application and membership renewal] processes. Members who wish to decline to allow use of their image are to indicate so on the membership application or membership renewal documentation.

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 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:

- Making 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, course leaders and members of the Committee of Management
- Employees, contractors or service providers where it is essential to the service to be provided.
- As our website is linked to the internet, which 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 the members own risk.
- It is each member's responsibility to have a secure password.

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.

Who has access to data base

UMAS (the data base) Security Access has 10 Levels of access of which U3AHealesville uses only 3:

Tier 0 – Individual member can access own data;

Tier 1 - Members of the Committee can access, but not change, all areas as needed to perform their committee duties excepting the system settings;

Tier 4 – Course Leaders can access, but not change, only their own course information and send emails.

Reporting to U3A Network Victoria

Under the terms and conditions for membership of U3A Network Victoria, we are required to report identified statistics about our membership 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.
- 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

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
- Council Delegate

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 a number of 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 with VentralP. Their servers are located in Sydney.

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.

Hard copy personal information documents used for enrolment purposes are stored in at the Court House at 42 Harker St and are shredded within one month of enrolment.

Our U3A uses the following physical security and access strategies to protect information stored at our site:

Online Applications

We reserve the right to perform statistical analysis of user behaviour on our website and emailed bulletins using tools such as Google Analytics, Mail Chimp and other commercial mail servers using only those that do not on-sell your data. Any such servers will be encrypted and use complex passwords

Our website uses the Wordpress platform.

Our U3A uses Zoom for video-conferencing. Zoom meetings can be recorded locally by the host. Participants can take screen shots.

Access to your Personal Information

You may access the personal information we hold about you and update or correct it, subject to certain exceptions. You can update your personal information online at any time using your personal member number and password access to our database. If you require help to access your personal information, contact us in writing.

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

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 the Court House located at 42 Harker St, Healesville at:

Email: Healesville.u3a@bigpond.com

Phone: 0490917975

Endorsed by U3A Healesville Committee on 20 April 2021