



Privacy and Data Security Policy

1. Purpose

The purpose of this policy is to set out the privacy and data security framework that Glen Eira U3A will apply when collecting, storing and using members' personal information.

Glen Eira U3A recognises the importance of protecting member and volunteer privacy in relation to their personal information.

2. Scope

2.1 Definition of personal information

This policy applies to any information collected by Glen Eira U3A that can be used to identify an individual member. This may include the following types of personal information about members and volunteers

- Name
- Postal, street and/or email addresses
- Telephone contact number/s
- Country and year of birth
- Previous profession or occupation
- Skills or interests
- Emergency contact details
- Image (photo or video)
- Other information provided through member surveys or for other purposes.

Approval to use an image of a member in Glen Eira U3A publications will be sought on each occasion. From time to time, other information may be collected via a survey or by other methods.

2.2 How Glen Eira U3A collects personal information

Glen Eira U3A will collect personal information about each member directly from the member in question. This will be done through membership and course registration processes.

Glen Eira U3A will:

- Only collect information that is consistent with its 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.

2.3 Why Glen Eira U3A collects personal information

Glen Eira U3A collects personal information from members so that services and functions are performed that are consistent with 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.

2.4 Restrictions on Sharing or Disclosing Personal Information

Personal information of members 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.

Glen Eira U3A may disclose your personal information, for purposes that are directly relevant to our rules, to:

- 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.

Members may request access to any personal information Glen Eira U3A holds about them by contacting the Secretary who will aim to provide a suitable means of accessing the information. A record of such requests will be maintained.

2.5 Complaint and Breach of Policy

Where a member believes that personal information is incomplete or inaccurate, that member may ask the Secretary or designated volunteer to amend it.

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

Glen Eira U3A will treat confidentially all requests or complaints lodged regarding this policy.

3. Roles and Responsibilities

This policy applies to:

- Glen Eira U3A Management Committee (the Committee)
- All volunteers (honorary and member), tutors (honorary and member) and/or contractors who undertake activities and functions performed on behalf of Glen Eira U3A

The Committee is responsible for the following:

- Developing, endorsing, implementing, publishing and reviewing this policy

- Ensuring the collection, storage and use of member personal information is done in accordance with this policy
- Reviewing and confirming any exemptions from this policy
- Investigating and resolving any serious issue or grievance about a breach of this policy
- Ensuring grievances/complaints are addressed within the time frames set out in this policy
- Ensuring documentation is made available to parties to the grievance/complaint and, where indicated, the Committee.

The 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 for investigation and resolution. This will be acknowledged promptly but no less than 14 days.

The Secretary is responsible for responding to a member's request for access to their personal information held by Glen Eira U3A and for requests to correct personal information that is believed to be inaccurate or out of date. This will be acknowledged promptly but no less than 14 days.

4. Revision History

Version	Date	Changes
V1.0	19 June 2019	Privacy policy endorsed by Glen Eira U3A Management Committee
V2.0	11 May 2023	Expanded policy endorsed by Glen Eira U3A Management Committee
V3.0	30 May 2024	Endorsed by Glen Eira U3A Management Committee