

# U3A HIGHVALE POLICIES AND PROCEDURES

## PRIVACY Policy and Procedures

### INTRODUCTION

The aim of the policy is to protect the personal information of U3A Highvale (U3A) members.

### POLICY

#### Personal Information

Personal information is collected when individuals apply for membership. The information collected includes contact details, amount and method of payment, and optional information pertaining to emergency contact details and about the member's skills and experience which may be of assistance to U3A in a volunteer capacity.

This information is used for the purpose of administering the affairs of U3A and communicating with members. Any other disclosure will only be with the individual's prior consent or as required by law.

#### Web Site

As common with web sites, when someone accesses U3A's web site, log files are generated by the web server that show the IP address of the visitor, date, time, and pages visited. U3A may review information in web site logs from time to time and logs are periodically deleted. Information in web logs is used in an aggregated form to generate statistics about access to our site.

#### Membership Details

U3A does not and will not sell, rent or share our membership database or membership mailing list. U3A uses e-mail to communicate with members.

#### Credit Card Security

U3A takes your credit card security very seriously, using the latest technology to ensure all electronic transactions are safe and secure. We do not process or store credit card information on our own or the member management servers. Instead, we utilise third party secure gateway providers who have been accredited as PCI DSS (Payment Card Industry Data Security Standard) compliant.

#### Consent for Disclosure

While U3A does not generally disclose personal information to third parties without the express permission of the individual concerned, there are some circumstances where it is necessary that we disclose information with implied consent. U3A defines "implied consent" narrowly.

For example, U3A's web pages and electronic mailing lists, like those of many other organisations, are hosted by external organisations. Information that you provide to U3A via the Internet passes through one or more service providers' systems to be received by U3A, and/or we may disclose information to such a service provider when necessary to provide you with a requested service such as to subscribe you to one of our mailing lists. In this regard U3A arranges hosting services

only with organisations or individuals who have privacy policies/practices that are in accord with U3A's privacy policy.

## **Security of Personal Information**

U3A keeps membership and mailing list subscriber details and web server logs on controlled facilities that are secured against unauthorised access. Proof of identity is required before information is released to any person, including a member.

## **Access, Correction, Update or Deletion of Personal Information**

U3A Members with online access to their own personal information may see what information U3A holds about them, or to correct or update this information. Members may also contact us to see what information is held about them, or to correct or update this information, or to be removed from our membership database and/or mailing list.

## **Changes to Privacy Policy**

This policy may be updated from time to time, but any changes will not reduce the privacy protection set out above and will not affect information previously collected, unless required by law or otherwise beyond U3A's control, e.g. technological changes. Any such changes to this policy that adversely affect privacy protection of U3A members or U3A's other contacts will be advised by email or the post.

If you have any queries or comments concerning this privacy policy, contact us as per the details on the Contact Us page on our website.

## **PROCEDURES**

### **Access and Complaints**

#### Members

1. If a member believes that personal information held about him/her is incomplete or inaccurate and they are unable to make the changes on the online membership system, ask the Secretary to amend it.
2. If members believe their privacy has been breached, they should contact the U3A Highvale Secretary and provide details of the incident so that it can be investigated.
3. Refer any questions or concerns about this policy, or a complaint regarding the treatment of personal information, to the U3A Highvale Secretary.

#### Secretary

1. Respond to a member's request to update that members details if the member is unable to make those changes on the online membership system.
2. Receive enquiries about this policy and complaints about a potential breach of this policy; and bring a complaint before the Committee of Management for investigation and resolution.
3. Treat confidentially all requests or complaints lodged regarding this policy.
4. Contact the complainant within a reasonable time after receipt of a complaint to discuss their concerns.
5. Outline options regarding how complaints may be resolved. Aim to ensure that a complaint is resolved in a timely, impartial and appropriate manner.

## Implementation of Members' Privacy

### Committee Members

1. Determine which members of committees and volunteers are authorised to access personal information in the system or records.
2. Develop, adopt, implement and publish this policy.
3. Collect, store and use members personal information in accordance with this policy.

## AUTHORISATION

This Policy was reviewed and accepted by the Committee of Management of U3A Highvale, and recorded in the minutes of the committee meeting, on 08 August 2024.

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

## POLICY REVIEW

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

## RELATED DOCUMENTS

None