

PRIVACY POLICY

PRIVACY AND SECURITY

- Hervey Bay U3A Inc. understands that you value your privacy and wish to have your personal information kept secure.
- Our Privacy Policy describes generally how we manage your personal information and safeguard your privacy.

AUSTRALIAN PRIVACY PRINCIPLES

- We are bound by and comply with the *Federal Privacy Act 1988, Privacy Amendment Act 2012* and the "Australian Privacy Principles" March 2014.

COLLECTION, USE AND DISCLOSURE OF PERSONAL INFORMATION

- Hervey Bay U3A collects personal information when individuals apply for membership, either online or using a printed form.
- The information collected includes contact details, amount and method of payment and optional information 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 HERVEY BAY U3A and communicating with members consistent with our constitution. Any other disclosure will only be with the individual's prior consent as required by law.
- Personal information is also collected about individuals making enquiries about HERVEY BAY U3A and its work, whether by post, telephone or email. This information is used to respond to the enquiry and for subsequent follow-up if required. HERVEY BAY U3A will not disclose information about enquirers without the consent or as required by law. HERVEY BAY U3A does not insist on enquirers identifying themselves, respecting their right to remain anonymous, but this may limit our ability to respond and assist them.

SECURITY OF PERSONAL INFORMATION

- HERVEY BAY U3A keeps membership list details and web server logs on controlled facilities that are secured against unauthorised access, misuse and loss.
- Proof of identity is required before information is released to any person, including a member.
- HERVEY BAY U3A will not sell, rent or share our membership database or membership mailing list. HERVEY BAY U3A uses email to communicate with members.

ACCESS, CORRECTION, UPDATE OR DELETION OF PERSONAL INFORMATION

- HERVEY BAY U3A Members may contact us by post email or phone 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.

- HERVEY BAY U3A administrative and Course Co-ordinator volunteers are the only people who are permitted to access your information and only those portions that they need to access in order to perform their tasks.

STORING, SECURING AND DISPOSAL OF PERSONAL INFORMATION

- We are committed to maintaining the confidentiality of the information that you provide to us. We will take all reasonable precautions to protect your personal information from misuse, loss, unauthorised use or alteration.
- Your personal information may be stored both electronically (on our computer system) and in hard copy form. Safety and security aids protect all our electronic information.
- We will take all reasonable steps to destroy or permanently de-identify any personal information we no longer require.

WEBSITE

- As is common with websites, when someone accesses HERVEY BAY U3A's website, log files are generated by the web server that show the IP address of the visitor, date, time and pages visited.
- HERVEY BAY U3A may review information in website 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.

BREACHES AND COMPLAINTS.

- Any questions or concerns about this policy, or a complaints regarding the treatment of personal information should be referred to the HERVEY BAY U3A Secretary.
- If a member believes their privacy has been breached, they should provide details of the incident to the HERVEY BAY U3A Secretary so that it can be investigated.
- HERVEY BAY U3A will treat confidentially all concerns or complaints regarding this policy. HERVEY BAY 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.
- HERVEY BAY U3A will aim to ensure that a member's complaint is resolved in a timely, impartial and appropriate manner.

FILMING AND PHOTOGRAPHY

- HERVEY BAY U3A reserves the right to film, photograph and video classes and activities.
- Permission of the members will be sought, however, and where a member does not wish to be filmed or photographed, their privacy will be respected.

CHANGES TO PRIVACY POLICY

- This policy may be updated from time to time by the HERVEY BAY U3A Management Committee.
- 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 HERVEY BAY U3A's control, eg. Technological changes.
- Any such changes to this policy that adversely affect privacy protection of HERVEY BAY U3A members of other contact will be advised by email or post.

If you have any queries or comments concerning this privacy policy, contact us by email, post or phone as per the Contact page on our website.

Email: secretary@u3aherveybay.net Post: PO Box 158, Hervey Bay 4655 Phone: 0431 366 264