



## POLICY PRINCIPLES

U3A Deepdene is committed to the value of lifelong learning through the establishment and maintenance of opportunities for participation in educational, cultural, physical and socially inclusive programs and activities.

Deepdene U3A adopts the principles of mutual aid which include:

- No payments are made to members for any services rendered
- U3A is self-funded with member subscriptions and costs kept as low as possible
- Outside financial assistance is only sought if it does not imperil the integrity of U3A Deepdene.

## PRIVACY POLICY

### **Introduction**

U3A Deepdene (U3A) collects personal information received online, in written form or by telephone when individuals apply for membership or make enquiries about U3A and its work. The information collected may include 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.

### **Purpose**

The purpose of this policy is to provide control, security and clarity over the collection and use of any personal data collected by U3A Deepdene.

### **Policy Statement**

- **U3A Deepdene (U3A) collects personal information when individuals apply for membership, either online or using a printed form.**
- 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.
- **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.
- **U3A Deepdene (U3A) collects personal information from individuals making enquiries about U3A and its work, whether by post, telephone, or e-mail.**
- This information is used to respond to the enquiry, and for subsequent follow-up if required. U3A will not disclose information about enquirers without their consent or as required by law. 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.

- **Changes to Privacy Policy**
- This policy may be updated from time to time, but any changes will not reduce the privacy protection set out in the policy 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 to all members by email or the post.

## **Procedures**

### **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.

### **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 MyU3A 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 in order 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 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.

## **Responsibilities**

U3A Deepdene's Committee of Management is responsible for:

- developing, adopting, implementing, publishing and reviewing this policy
- scrutiny and resolution of any complaint made about failure to comply with this policy.

Any Member of U3A Deepdene's Committee of Management is responsible for: -

- receiving and responding to enquiries about this policy
- receiving complaints about an alleged failure to comply with this policy, reporting the incident to the President and bringing the matter before the Committee of Management promptly
- advising a member to report the incident to the police where appropriate.
- If you have any queries or comments concerning this privacy policy, contact us by post, email or phone as per the Contact page on our website – PO Box 3149, Cotham Post Office, Kew, 3101; [u3adeepdeneinc@gmail.com](mailto:u3adeepdeneinc@gmail.com)

All members, volunteers, employees and contractors are responsible for complying with this policy

## **Related Documents**

- U3A Deepdene Constitution : Division 3-Grievance Procedure; Division 2 – Disciplinary Action
- U3A Code of Conduct Policy
- U3A Network Victoria Data Privacy and Security Statement