



Privacy Policy

Introduction

U3A Southern Highlands (U3A) recognises the importance of protecting members' privacy in relation to their personal information.

Collection, Use and Disclosure of Personal Information

U3A collects personal information when individuals apply for membership, either online or using a printed form. The information collected includes contact details, year of birth, 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 U3A and communicating with members consistent with our constitution. Any other disclosure will only be with the individual's prior consent or as required by law.

Personal information is also collected about 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.

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, misuse & loss. 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.

U3A administrative, office & Course Leader 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.

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 PayPal or credit card information on our servers. Instead, we utilise third party secure gateway providers who have been accredited as PCI DSS (Payment Card Industry Data Security Standard) compliant.



Website

As is common with websites, when someone accesses U3A's website, 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 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.

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.

Breaches and Complaints

Any questions or concerns about this policy, or a complaint regarding the treatment of personal information, should be referred to the U3A Secretary.

If a member believes their privacy has been breached, they should provide details of the incident to the U3A Secretary so that it can be investigated.

U3A will treat confidentially all concerns or complaints regarding this policy. 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. U3A will aim to ensure that a member's complaint is resolved in a timely, impartial and appropriate manner.

Filming and photography

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 U3A Management Committee. However, 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 by email, post, or phone as per the Contact page on our website: Email: secretary@sohiu3a.org.au

Post: P.O. Box 421 Bowral NSW 2576

Phone: (02) 9990 6650 (Virtual Message Bank)