

U3A Network Victoria Policy 08 - Privacy and Data Security Statement

U3A Network Victoria (Network) is committed to safeguarding privacy of personal information.

We seek to abide by the *Privacy and Data Protection Act 2014 (Vic) (PDP Act)*. The Act is administered by the Office of the Victorian Information Commissioner (OVIC) at <https://ovic.vic.gov.au/>. Network seeks to comply with the Victorian Protective Data Security Framework.

What is Personal Information and why do we collect it?

Network only collects personal information when the information is provided by the individual on a voluntary basis, or information about Member U3A committee members is provided by authorised representatives of the Member U3A.

Personal Information may include name, address, email address and phone number.

Personal Information may be obtained in many ways including via:

- Correspondence
- Telephone
- Email
- Voice and video recordings
- Online forms, such as in relation to grant applications or registration for events
- Via our website www.u3avictoria.com.au
- From subscribing to our Mail Chimp newsletters
- Entry into the Network Member Database (NMDB) by an authorised representative of a Member U3A

We do not guarantee any websites which are accessed from our website via links or the policy of authorised third party software providers.

We collect your personal information for the primary purpose of providing our services and marketing to the public and to our Members. We may also use your personal information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our Mail Chimp bulletins by opting out or at any time by contacting us in writing.

When we collect personal information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it. Network will only transfer your personally identifiable information to hosting services which meet or are deemed equivalent to the Victorian Privacy Principles.

Network reserves the right to perform statistical analysis of user behaviour on our website and emailed bulletins using tools such as Google Analytics and Mail Chimp.

Sensitive Information

Sensitive information is defined in the PDP Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information. Network does not collect sensitive information.

Disclosure of Personal Information

Personal information about Member U3A committees of management that has been entered into NMDB by authorised representatives of the Member U3A may be disclosed to staff members and committee members of Network and to regional coordinators.

Your personal information may be disclosed in a number of circumstances including the following:

- Third parties where you consent to the use or disclosure
- Where required or authorised by law

Security of Personal Information

Written correspondence and email will be stored in Microsoft 365's SharePoint. Data is stored in the Microsoft cloud which has been certified by the Australian Signals Directorate.

Representatives of Member U3As who enter personal data into the NMDB about committee members must have the informed consent of the committee members. Personal data held by Network in NMDB is currently stored in the Australian data centre of SiteGround Hosting Ltd.

The Network website uses the Squarespace platform. Squarespace uses visitor data in the form of IP addresses which then generate random numbers which are analysed by Google Analytics.

Online grant forms provided on the website are sent by email to Network officers rather than stored in Squarespace.

Zoom meetings can be recorded locally by the host. Participants can take screen shots. Zoom recordings are encrypted with complex passwords by default.

Network will use a combination of people, process and technology safeguards to store personal information in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure.

Personal information stored in physical files will be kept locked and retained by us for a minimum of seven years.

Access to your Personal Information

You may access the personal information we hold about you and update or correct it, subject to certain exceptions. If you wish to access your personal information, please contact us in writing.

Network will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your personal information.

In order to protect your personal information we may require identification from you before releasing the requested information.

Maintaining the Quality of your Personal Information

It is important to us that your personal information is up to date. We will take reasonable steps to make sure that your personal information is accurate, complete and up to date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

Policy Updates

This policy may change from time to time and is available on our website.

Privacy and Data Security Policy Complaints and Enquiries

If you have any queries or complaints about this policy, please contact us at:
50 Queen Street, Melbourne VIC 30000
info@u3avictoria.com.au
(03) 9670 3659

Related Policies

- Privacy and Data Security Roles and Responsibilities Framework
- Policy 09– Use of Network’s IT Infrastructure
- Policy 10 – Bring Your Own Device
- Policy 11 – Use of the Network Member Database

Version	Policy 08 – Privacy and Data Security Statement V10
Endorsed by U3A Network Victoria Committee	Date: 08/10/2020