



PRIVACY POLICY

Introduction

This policy outlines how U3A Ballarat handles personal information to ensure compliance with legal, ethical, and operational standards. It applies to all U3A Ballarat members and volunteers, and any other individuals or entities who access or handle our data.

Purpose

The purpose of this Privacy Policy is to provide control, security and clarity over the collection and use of any personal information collected or retained by U3A Ballarat.

This policy applies to any information that can be used to identify an individual Member or Volunteer. In addition, emergency contact details provided by a member will be treated in the same manner as the member's personal details.

Policy

What Personal Data We Collect

We may collect the following types of personal information:

- Name
- Postal, street and email address
- Telephone number
- Country and year of birth
- Previous occupation
- Skills or interests
- Emergency contact details

How We Use Personal Data

U3A Ballarat collects personal information about Members for the following purposes:

- Improving services
- Informing members of any new services which may be of interest
- Allowing us to perform administrative and operational tasks
- Answering Member enquiries
- Complying with legal obligations where necessary

Collection, Use and Disclosure of Personal Information

U3A Ballarat 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 Ballarat in a volunteer capacity.

This information is used for the purpose of administering the affairs of U3A Ballarat and communicating with members. 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 Ballarat 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 Ballarat will not disclose information about enquirers without their consent or as required by law. U3A Ballarat does not insist on enquirers identifying themselves, respecting their right to remain anonymous, but this may limit our ability to respond and assist them.

Approval to use a member's image to film, photo and video classes and activities is a right conferred on U3A Ballarat when members join or renew their membership. However U3A Ballarat will endeavour to respect a member's privacy preference if known and a request by a member not to use their image is made at the time it is taken.

Web Site

As common with web sites, when someone accesses U3A Ballarat'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 Ballarat 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 Ballarat does not and will not sell, rent or share our membership database or membership mailing list. U3A Ballarat 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 Wizard 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 Ballarat 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 Ballarat defines "implied consent" narrowly.

For example, U3A Ballarat's web pages and electronic mailing lists, like those of many other organisations, are hosted by external organisations. Information that you provide to U3A Ballarat via the Internet passes through one or more service providers' systems in order to be received by U3A

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

Security of Personal Information

U3A Ballarat 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 Ballarat Members with online access to their own personal information may see what information U3A Ballarat 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 Ballarat's control, e.g. technological changes.

If you have queries or comments concerning this privacy policy please bring them to the attention of the Secretary at info@u3aballarat.org.au.