

Policies and Procedures Manual

Title: **Privacy of Information**

Policy Statement

Personal information about members including information that could identify a member must only be collected, used, disclosed and stored in accordance with the following policy.

All members must strictly adhere to this policy.

Procedures

1. Collecting, using and disclosing personal information

- a) All reasonable steps will be taken to make sure that personal information collected, used or disclosed is accurate, complete and up to date.
- b) Personal information is collected primarily for the purposes of maintaining membership records, organising classes and activities and to notify a contact person if an emergency occurs. Information such as name, gender, date of birth, country of birth, address, postal address, telephone numbers, email address, name and telephone number of emergency contact person, image, hobbies or interests, qualifications, past experience and history of membership will be collected.
- c) Failure to provide the information required may mean U3A Knox Inc. is unable to complete a membership application, course preparation, class enrolment, volunteer assistance, record achievements or make contact with the person required to be notified in an emergency.
- d) Approval to use a member's image/s in publications must be sought at the time when applying for or renewing membership.
- e) Only relevant personal information about a member is to be disclosed to; tutors, leaders, volunteers, Committee Members and when necessary to external service providers. Unless otherwise approved external providers must agree not to disclose the information to another party and when the external service is no longer required provide assurance that the information has been securely destroyed.
- f) If personal information about a member is collected from or by someone else, such as required by law, or on behalf of a law enforcement body, all reasonable steps will be taken to ensure the member is made aware of the requirement except to the extent that making the member aware of the requirement would pose a serious threat to the life or health of any individual or disclosure would likely jeopardise the prevention, investigation, detection or remedying of serious improper conduct.

- g) Sensitive personal information will only be collected from a member with the members consent or knowledge for the purposes of; health related issues to ensure the member can receive appropriate service from health professionals in an emergency or if required to satisfy constitutional requirements.
- h) Any request from a member to further restrict access to his or her personal information must be dealt with pursuant to Section 59 of the *Associations Incorporation Reform Act 2012 (the Act)*.

2. Security of Information

- a) All reasonable steps are to be taken to protect all forms of personal information from misuse, loss, unauthorised access, modification or disclosure. Only volunteers authorised by the Secretary will have access to data and administrative files containing personal information.
- b) All reasonable steps will be taken to destroy or permanently de-identify personal information that is no longer needed for any purpose.
- c) Members or applicants for new membership who at any time provide personal details via the internet do so at their risk.

3. Register of Members

- a) Pursuant to Division 3 of *the Act* a member must be given reasonable time to inspect the Register of Members.
- b) Making an unauthorised copy or transcription of information contained in the register is not permitted.

4. Accessing Personal Information

If for any reason access is denied to a member of his or her personal information, for example in circumstances where it would become unlawful to do so, or the information relates to legal proceedings and the information would not be accessible by the process of discovery in those proceedings, or the information would prejudice an investigation of or prosecution of possible or alleged unlawful activity, the Secretary will notify the member of the refusal and where possible the basis for it.

5. Making changes to personal information

A member may request any inaccuracies in his or her personal information be corrected. The Secretary must authorise any subsequent changes and if required ensure the Register of Members and any other records are amended accordingly.

6. Lodging a complaint

- a) For any matters associated with privacy of Information, including the lodgement of a complaint, the Secretary is authorised to deal with concerns, complaints or any other issues.

- b) Where a member believes a breach of his or her privacy has occurred, the member should provide details to the Secretary who will determine a course of action.
- c) If a complaint is received the Secretary will arrange for the complaint to be investigated in a timely manner.
- d) When a complaint alleging a breach of privacy is received the Secretary must provide details of the complaint to the Committee and keep the Committee informed about action being taken to investigate and resolve the complaint.

7. **Our privacy policy**

A copy of this policy is contained in the *Policies and Procedures Manual* held in the library at Parkhills and is also available on the website at www.u3aknox.org.au
