

Privacy Policy

U3A Melbourne City Incorporated is committed to safeguarding the privacy of personal information.

U3A Melbourne City seeks to comply with the Victorian Protective Data Security Framework and 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/https://ovic.vic.gov.au/>

What is Personal Information and why do we collect it?

We only collect personal information when that information is provided on a voluntary basis. When used in this privacy policy, the term “personal information” has the meaning given to it in the Act. In general terms, it is any information that can be used to personally identify you. If you choose not to provide us with personal information, we may not be able to provide your requested services either to the same standard or at all.

What personal information do we collect and hold?

We may collect the following personal information:

- name
- mailing or street address
- email address
- telephone number
- mobile telephone number
- birth year
- previous profession, occupation, skills or interests
- emergency contact person details
- information you provide to us through our office or member surveys.

We may also collect some information that is not personal information because it does not identify you or anyone else. For example, we may collect anonymous answers to surveys, information for other reports and statistical purposes or aggregated information about how users use our website.

How do we collect your personal information?

We collect your personal information directly from you unless it is unreasonable or impracticable to do so. Personal information may be collected in several ways including:

- when you complete a membership application
- through your access and use of our website
- during conversations between you and our volunteers
- if you book a social event

- whether you open your email alerts e.g. via Mailchimp or when email addresses bounce

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. U3A Melbourne City does not collect sensitive information.

Disclosure of personal information

Your personal information may be disclosed in some circumstances including the following:

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

Security of personal information

We take reasonable steps to ensure your personal information is protected from misuse and loss and from unauthorised access, modification or disclosure. We may hold your information in either electronic or hard copy form.

Electronic data is stored using systems that have been certified by the Australian Signals Directorate as compliant with the Privacy and Data Protection Act 2014.

Personal information stored in physical files will be kept locked and retained for 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. You can request access to any personal information we hold about you by contacting the office or the Secretary.

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 that your personal information is 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.

Contacting us

If you have any questions about this policy, or a complaint regarding the treatment of your privacy, or a possible breach of your privacy, please contact the Secretary.

Secretary
U3A Melbourne City Inc.
Post: Greek Centre, Suite 1, Level 5/168 Lonsdale St, Melbourne VIC 3000
Tel: 9639 5209
Email: secretary@u3amelbcity.onmicrosoft.com

Related Documents

- Code of Conduct
- Terms and Conditions of Membership
- Social Media Acceptable Use Guidelines

Document History

This policy replaces Privacy Policy dated 21st May 2014.
Address and phone number updated 1 November 2023