



Privacy Policy

Approved by Committee: December 2020

Next Review: December 2022

[This Privacy Policy replaces the U3A Inner North original policy on its website approved 14 December 2017]

Note: This policy is based on the sample policy template from the Melbourne support team of the MyU3A database system used by U3A Inner North Inc and approved by eWAY.

Collection, Use and Disclosure of Personal Information

U3A Inner North Inc collects personal information about members and tutors and volunteers to carry out Association activities and functions and to provide quality of customer service. Individuals apply 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 Inner North Inc in a volunteer capacity.

This information is used for the purpose of administering the affairs of U3A Inner North Inc and communicating with members. Any other disclosure will only be with the individual's prior consent or as required by law or in an emergency situation.

Personal information is also collected about individuals making enquiries about U3A Inner North Inc and its work including by post, telephone, or e-mail. This information is used to respond to the enquiry, and for subsequent follow-up if required. U3A Inner North Inc will not disclose information about enquirers without their consent or as required by law. U3A Inner North Inc does not insist on enquirers identifying themselves, respecting their right to remain anonymous, but this may limit our ability to respond and assist them.

Web Site

As common with web sites, when someone accesses U3A Inner North Inc'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 Inner North Inc 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 Inner North Inc does not and will not sell, rent or share our membership database or membership mailing list. U3A Inner North Inc generally uses e-mail to communicate with members.

Credit Card Security

U3A Inner North Inc 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 MyU3A 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 Inner North Inc 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 Inner North Inc's web pages and electronic mailing lists, like those of many other organisations, are hosted by external organisations. Information that you provide to U3A Inner North Inc via the Internet passes through one or more service providers' systems in order to be received by U3A Inner North Inc 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 Inner North Inc arranges hosting services only with organisations or individuals who have privacy policies/practices that are in accord with U3A Inner North Inc's privacy policy.

Security of Personal Information

U3A Inner North Inc 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. U3A Inner North Inc will generally use "Blind Carbon Copy" (BCC) for group emails. Members with "silent/unlisted telephone numbers" should indicate this on their enrolment forms.

Access, Correction, Update or Deletion of Personal Information

U3A Inner North Inc Members with online access to their own personal information may see what information U3A Inner North Inc 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.

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 Inner North Inc's control, e.g., technological changes. Any such changes to this policy that adversely affect privacy protection of U3A Inner North Inc members or U3A Inner North Inc's other contacts will be advised by email or post.

If you have any queries or comments concerning this privacy policy, contact us by post, email or phone as per the Contact page on our website: <https://www.u3ainnernorth.org.au>