



Privacy Policy

Introduction

1. Kingston University of the Third Age Inc. recognises the importance of protecting members' privacy in relation to their personal information.

Purpose

2. The purpose of this policy is to set out members' privacy rights and to document the framework that Kingston University of the Third Age Inc. will apply when collecting, storing and using members' personal information.

Policy

3. This policy applies to any information collected by Kingston University of the Third Age Inc. that can be used to identify an individual member. We may collect and record the following types of personal information about members:
 - name
 - postal, street and/or email addresses
 - year of birth
 - telephone contact number/s
 - previous profession or occupation
 - skills or interests
 - emergency contact details
 - image (photo or video)
 - other information you provide to us through member surveys or for other purposes
4. Kingston University of the Third Age Inc. will collect personal information about each member directly from the member in question. This will be done through Terms and Conditions at registration. Approval to use a member's image/s in Kingston University of the Third Age Inc. publications will be sought on the Membership Application and Membership Renewal forms; members who decline to permit use of their image will be required to opt out of Kingston University of the Third Age Inc. photographs at the time of photographs being taken. From time to time, other information may be collected via a survey or by other methods.
5. Kingston University of the Third Age Inc. collects personal information from members so that we can provide services and perform functions that are consistent with our Rules of Association, including:
 - to make classes and other activities available to members
 - for communication, administrative, marketing, and planning purposes
 - for program development, quality control and research purposes
 - to maintain accurate and up-to-date membership records
6. Kingston University of the Third Age Inc. will:
 - only collect information that is consistent with our primary purpose and Rules of Association
 - inform members of the reason why information is collected and how it is administered
 - inform members that any personal information held about them is accessible to them
 - take all reasonable steps to ensure that personal information held is accurate and up-to-date
 - take all reasonable steps to ensure that personal information held is protected from misuse, loss and unauthorised access

7. Members' personal information will not be shared or disclosed other than as described in this policy. Personal information will not be made available to others for direct marketing purposes
8. Kingston University of the Third Age Inc. may disclose your personal information, for purposes that are directly relevant to our Rules of Association to:
 - volunteers, for example, tutors and members of the Committee of Management
 - related organisations, for example, U3A Network Victoria Inc. This will generally be generic
 - employees, contractors or service providers where it is essential to the service to be provided
9. As our website is linked to the internet, and the internet is inherently insecure, we cannot provide any assurance regarding the security of transmission of information you communicate to us online and these communications will be at members own risk

Procedures

10. Members may request access to any personal information Kingston University of the Third Age Inc. holds about them by contacting Kingston University of the Third Age Inc.'s Secretary
11. Where a member believes that personal information held about him/her is incomplete or inaccurate the member may amend it themselves in the member Management System (UMAS) or ask the Secretary or delegate of the Secretary to amend it.
12. Where a member believes their privacy has been breached, they should contact Kingston University of the Third Age Inc.'s Secretary and provide details of the incident so that it can be investigated.
13. Any questions or concerns about this policy, or a complaint regarding the treatment of personal information, should be referred to Kingston University of the Third Age Inc.'s Secretary.
14. Kingston University of the Third Age Inc. will treat confidentially all requests or complaints lodged regarding this policy. We will contact you within a reasonable time after receipt of your complaint to discuss your concerns and to outline options regarding how they may be resolved. We will aim to ensure that your complaint is resolved in a timely, impartial and appropriate manner.

Responsibilities

15. Kingston University of the Third Age Inc.'s Committee of Management is responsible for:
 - developing, adopting, implementing and publishing this policy
 - collecting, storing and using members personal information in accordance with this policy
 - investigating complaints about the handling of personal information
 - approving access to personal information consistent with this policy
 - monitoring and revising this policy as and when the need arises
16. Kingston University of the Third Age Inc.'s Secretary is responsible for: receiving enquiries about this policy and complaints about a potential breach of this policy; and, for bringing a complaint before the Committee of Management for investigation and resolution
17. Kingston University of the Third Age Inc.'s Secretary or delegate of the Secretary is responsible for responding to a member's request for access to the personal information held by Kingston University of the Third Age Inc. about that member and for requests to correct personal information that is believed to be inaccurate or out of date

Privacy Policy	Approval Date:	Nov 2019
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