

Privacy Policy ARVCC



Anglicare Retirement Villages Computer Club Inc.
(referred to as "ARV Computer Club" in this policy)

ARV Computer Club is committed to safeguarding member privacy.

This privacy statement has been created to demonstrate our firm commitment to privacy. The following discloses our information gathering and dissemination practices at the ARV Computer Club

General – Reasons for Collecting Personally Identifiable Information

ARV Computer Club does not collect personally identifiable information about individuals except when such individuals specifically provide such information on a voluntary basis. Such personally identifiable information will be gathered from

- The initial membership application
- Any subsequent voluntary update to member information
- Purchases from the Club Shop
- Name Badge orders
- Various forms of feedback including voluntary, in surveys etc

ARV Computer Club Website:

The website collects no personally identifiable information

The club website is not designed to collect any personally identifiable data and only collects anonymised statistical data to gauge the level of usage of the website. While this information does include your computer location (ie IP address), this information is not saved after determination of the computer locality and does not identify your home address. We just use locality information so that we can determine where our site is being accessed in the world. No third-party access is provided to the website for the purpose of tracking or advertising.

How long is personally identifiable information held by the club

The personal information gathered is only held for as long as necessary to complete necessary transactions and any subsequent communication that forms part of the normal business of the club such as;

- Personal communication to members about membership status
- Personal communication to members relating to technical support
- General communication like the Bits & Bytes newsletter, Friday Night Update communications or the notice of Annual General Meeting

This means that some information will be held for the duration of membership however this is held in a secure database. (see next item)

How is personally identifiable information kept secure

All membership data is held in an encrypted database for protection against any unauthorised access. Where personal data is accessed for the purpose of providing technical support it is only provided on a needs basis to the technical support volunteer providing the service.

Volunteers that have left our service will not have ongoing access to personally identifiable information of any member.

We reserve the right to contact a member regarding account or membership status. Personally identifiable information on individual members will not be sold or otherwise transferred to any third parties.

Members directly providing personally identifiable information

Any member directly making personal information available to a volunteer or any other person or business does so on the understanding that this is then beyond the control of ARV Computer Club and is not subject to this privacy policy.

Amendment or deletion of personally identifiable information

On request, we will use reasonable efforts to allow users to update/correct personal information previously submitted which the user states is erroneous. Also, upon a user's request, we will use reasonable efforts to functionally delete the user and his or her personal information from the club database; however, it may be impossible to delete a user's entry without some residual information because of backups and records of deletions.

Restricted access to personally identifiable information: club database

Access to the database containing personal information is restricted to ARV Computer Club volunteer staff members with direct responsibility for customer service or management of the Club. Authorised staff members are not permitted to pass on information about members to non-authorised staff. Any printed copy containing personally identifiable information is subject to the same requirements as above and in addition will be securely shredded when it is no longer required for normal business activity. We will not give other members your personal details unless you tell us who to give the details and confirm that this is acceptable to yourself.

Links to other sites

On our website, we provide links to third party Web sites. These linked sites are not under our control, and we cannot accept responsibility for the conduct of companies linked to our website. Before disclosing your personal information on any other website, we advise you to examine the terms and conditions of using that web site and its privacy statement.

Right to maintain and edit privacy policy to reflect current practice

ARV Computer Club reserves the right to change this policy at any time by notifying users of the existence of a new privacy statement. This statement and the policies outlined herein are not intended to and do not create any contractual or other legal rights in or on behalf of any party