

Procedure – Privacy

Purpose

DSMRA requires members to provide certain personal information in at least the following circumstances:

- Registering to become a DSMRA member
- Completing an indemnity Recognition of Risk form for a DSMRA ride activity
 - Information such as name, contact details, including phone number(s), home and email address, date of birth and next of kin are included

This procedure identifies the steps taken by DSMRA to protect the privacy of its members, visitors and guests.

This procedure should be read in conjunction with the DSMRA's Policy – Privacy and the DSMRA's Constitution with specific reference to sections 10 and 49 therein.

Process

*DSMRA will **NOT**:*

- share, rent or sell any personally identifying information to any outside organisation for marketing or promotional purposes, nor will it be used for mailing list or newsletter purposes unless DSMRA has specific permission to do so
- provide links from its website to other sites where your personal information is made available
- share any personally identifying information about its members or customers to web site visitors, advertisers, business partners or other third parties without express permission

Internet Cookies

- At times, the DSMRA website may send your computer a "cookie" in order to provide a better and more personalised service while visiting the DSMRA website. Cookies are never used by DSMRA to retrieve any personal information from another computer. Browsers can be set to refuse all cookies if preferred

DSMRA Membership Database

- DSMRA members' personal details are stored on the DSMRA membership database. Full access to the member database is provided to:
 - national committee
 - membership coordinator
 - webmaster.These DSMRA officials are required to keep all membership database information confidential and are expressly forbidden from using it for any purpose other than to carry out the services stated in this procedure
- In the event that an external agent or contractor is employed by DSMRA that is granted access to the database to fulfil their function, such access will only be granted on the grounds that:
 - It is used solely for the benefit of the DSMRA membership and that the agent or contractor complies with this Procedure
- Individual members can access their individual member information via the DSMRA website using their username and password.

- Members will be asked to verify their identity before access is granted to manage their data
- Members are responsible for maintaining the currency of their personal details and the privacy of their user name and password

DSMRA Activity Indemnity Forms

- Personal information supplied by participants on an indemnity Recognition of Risk form associated with a DSMRA activity is kept in hard copy for the duration of that activity. Should that activity be a ride they will be held by a sweep rider
- Following the activity, the form is stored in a secure manner in accordance with DSMRA's volunteer indemnity insurance underwriter' requirements and in accordance with DSMRA's Records Management procedure

Retention of Information

- Members' personal information provided to DSMRA for membership purposes will be retained in the DSMRA membership database
 - Expired membership information is retained for 2 years unless otherwise requested:
 - This is to facilitate former members rejoining
 - If not rejoined after 2 years the details are deleted
- Recognition of Risk forms, or their electronic image, are held for a minimum of 7 years as per the underwriter requirement and as per the DSMRA Records Management Procedure

DSMRA Website, Mail and Phone Contact

- Visiting and browsing the DSMRA website does not entail the provision of any personal details
 - Some areas of the website are have access restricted to logged on members
- DSMRA cannot control, and has no responsibility for, the privacy policies or data collection activities of other sites once you leave the DSMRA website
- Personal/identifying details from any mail or telephone correspondence to DSMRA are only used for operational purposes, such as to replying to an enquiry. Hardcopy correspondence is kept in a hard copy file as required. No details from such correspondence are otherwise recorded or made public.

Financial Information And Credit Card Security

DSMRA does not keep any members' personal financial transaction or credit card information. All financial transactions are processed through a secure, external provider. DSMRA recognises that credit card security is important.

- Currently, financial transactions via the website are entrusted to PayPal only; <https://www.paypal.com/au>
- No personal credit card information is forwarded to DSMRA when payments are made via PayPal

Complaints and Requests Regarding Members' Personal Information

- Members may at any time request access to their personal information. In order to grant access to that information, the member will be asked to verify their identify by providing their username, password, given name, address and date of birth

- This information is required to protect member privacy and ensure the security of member information
- DSMRA can be contacted by email or traditional mail to DSMRA postal address provided on the website.
 - DSMRA undertakes to respond within 30 days
 - If the request or complaint will take longer to address, DSMRA will advise of a revised date by which a response can be expected

Responsibilities

All members

All acting on behalf of DSMRA

References

Policy - Privacy

Procedure – Membership

Procedure – Records Management