

FAQ



Protecting Club's/members' personal and financial information

As many Clubs are now publishing newsletters and placing them on their club's webpage, and/or posting on social media, in order to protect your Club's and members' personal and financial information, and reduce the risk of scamming, we suggest the following information as a guide.

We encourage you to use common sense in helping to keep personal and financial information safe.

The most sensitive information to protect includes bank account information, account signatories' full names, online banking passwords and members dates of birth.

What is personal information?

Member's personal information includes full name, address details, email, phone numbers and date of birth.

What is financial information?

Club's financial information includes bank account details, Club's income and expenditure statements and balances.

Publishing and posting on VIEW Club webpage at view.org.au and social media platforms

Q: What email address or phone number should be on the Club webpage?

Each Club should list the contact details on their Club page under "Contacts" section. We encourage Clubs to provide both email and phone number together with the member's first name only. **For continuity of Club and Committee information, it is preferable that all Clubs have a generic Gmail account.** For more information please go to our Handbooks & Guidelines section on <https://view.org.au/resources/organisational-information/>.

If your Club has a Facebook page you can provide the link to your Club's Facebook page on your Club Webpage. Contact VIEW Website Working Group admin@view.org.au.

Please ensure that your Club contact details are updated each year to reflect any changes.

Q: Can a Club post financial information on Club's Facebook page or Instagram?

We strongly recommend that no financial information is posted on any social media platform.

Q: Can a Club publish Club meeting minutes on their Club webpage?

Club meeting minutes are for Club members only and should not be published on the individual Club webpage.

However Clubs can email the minutes to all members or a hard copy can be tabled at the next meeting.

Please Note: Clubs are not required to provide individual copies for all members.

Publishing in Club's newsletter

Q. Can a Club report financial information in its Club newsletter?

Newsletters should not contain any Club financial information, Minutes or Treasurer's reports. This is recommended to avoid scams and fraud.

Treasurer's reports including monthly income and expenditure statements and any other Club financial matters are tabled at Club and Committee meetings.

General acknowledgment of results of a fundraising event e.g. *"Thank you to our members who raised \$1,000 at the recent Bunnings event"* can be mentioned in a Club Newsletter.

Q: Can Club Bank Account details be included in Club newsletters?

Club Bank account details can be included in Club newsletters enabling members to pay via Electronic Funds Transfer (EFT) or direct deposit for meals, upcoming special events or activities, annual member subscriptions, raffles, etc.

Invitations to other clubs for events can also include club bank account details allowing payments to be made by EFT or direct deposit.

Q: Should a Club provide first names, surnames, phone numbers and email addresses in Club newsletters?

We encourage where possible limiting the use of members' surnames in newsletters.

Committee members details including contact details such as first names, phone numbers and email addresses can be included in the Club newsletters.

How can VIEW Clubs keep their information safe?

A simple way to minimise risk is to store members' details separately in password protected documents.

We encourage all Clubs and members to use common sense in helping to keep personal and financial information safe.

For more information please read our Privacy Policy and Data Breach Information Guide available at <https://view.org.au/resources/organisational-information/>.

Every VIEW member has the responsibility to protect personal and financial information held by their Club and to immediately report a Data Breach or suspected Data Breach to National Office.

Useful links

<https://www.scamwatch.gov.au/get-help/protect-yourself-from-scams>

<https://www.esafety.gov.au/key-issues/staying-safe/online-scams-identity-theft>

<https://www.accc.gov.au/consumers/protecting-yourself/scams>