



NQUEC

North Queensland Underwater Explorers Club Inc
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RECORDS MANAGEMENT AND CORRESPONDENCE PROCEDURES

Introduction: NQUEC uses two methods for interaction and correspondence. These are monthly meetings, and email distribution. Meetings allow the club management committee (committee members) to fulfil its Incorporated Association obligations. Email distribution allows the club to maintain contact with not only its members, but also the friends of members, and those individuals with some form of association with the club or interest in diving, but who are unlikely to attend meetings. For the purpose of this document, individuals fitting the last two categories will be referred to as 'associates'.

Reason for club policy: Interaction and correspondence requires the club to collect and maintain records for both its members and associates. Even though these records are usually limited to contact details and diving qualifications, collection of the data carries privacy and ethics concerns. If there are no clear boundaries for how this data is managed and how contact is invited and maintained between the club and its members and associates, then confidence placed in the management committee will erode, and communication will become ineffective and possibly inappropriate. Therefore, this document aims to establish the basic rules for records management and club interaction and correspondence.

Note: This policy document will focus on how personal data is managed, and the process for electronic correspondence, rather than club interactions at meetings, as that guidance already exists in the club constitution.

Club guidance: Initial contact with prospective members or associates will usually occur either at a meeting, or via the club website contact tool. The individual will provide their personal details to the club after they begin the membership process, or once they invite future club correspondence as an associate. Their data will consist of contact details and diving qualifications for members, or just contact details for associates. The collection and management of this data will usually be performed by the Secretary (with assistance from the Treasurer where there are financial process steps) following these basic concepts:

- a) Membership forms are validated by the committee, and once payment of both the NQUEC membership fee and the AUF membership fee is confirmed, completed forms are scanned and sent to the Secretary for filing.
- b) The Secretary maintains an electronic folder for club membership forms, which may be further organised into 'current' and 'former' sub-folders.
- c) The new member's details are added to the club Contact Master List. The Master List is an electronic spreadsheet used to record the personal details of club members and associates. It includes; full name, postal or residential address, phone number, email address, and other particulars as deemed appropriate by the management committee.
- d) The new member's email address is then added to an email group, referred to from this point on as the 'Buddy Line'.
- e) The same process is used to collect and manage an associate's details, except for steps concerning the membership form; which are omitted.
- f) The Contact Master List and the Buddy Line undergo continual amendment as members and associates move into and away from diving, as is the case with any recreational pursuit. Occasionally the club receives requests from individuals to be removed from future correspondence. When this occurs, the Secretary removes the individual's details from the Contact Master List, and deletes their email address from the Buddy Line.

- g) The Buddy Line will always include both club members as well as associates, because providing former divers with a 'low-impact' link to the pursuit often encourages them to get back into the sport when personal circumstances allow.
- h) From time to time the Buddy Line may also include contact details for dive related businesses. This is because shop-based or service provider-based correspondence may result in club members receiving discounts and special offers. Dive operators also maintain stand-by lists of local divers who they may contact when last-minute diving opportunities present. This type of inclusion to the Buddy Line can be mutually beneficial for both the club and the operator, but it helps if they know what sort of activities the club is looking to pursue.

Note: Prior to approving this type of contact, the club management committee must consider the need for the club to maintain its impartiality by not expressly favouring one operator over another, as per the club's constitutional and Office of Fair Trading requirements as a non-profit Incorporated Association.

- i) The club management committee may also periodically 'test' the currency of the Buddy Line by initiating an email to recipients asking if they still wish to remain included in club correspondence.
- j) When a piece of diving related information (trip offer, location advice, advertising, promotion, etc) is presented to the club either internally or externally; a committee member will assess its suitability for distribution to the Buddy Line. Committee members may also decide to seek advice from other committee members or the full committee in making their determination.
 - a. Committee members must be cognisant of spam and bulk automated nuisance offers and claims when assessing the suitability of correspondence.
- k) The Buddy Line will only be used for distributing material relating to diving, and never for conveying information of a sensitive, controversial, political, inappropriate, or private nature.
- l) If deemed suitable, a committee member (usually the Secretary or President) will either forward the original email, or distribute a new email; by inserting the Buddy Line into the Blind Carbon Copy (BCC) recipient field.
- m) Committee members distributing Buddy Line correspondence should never engage in open conversations using the Reply All feature.
 - a. These two actions will help to both protect people's personal data, and prevent the initiation of unnecessary non-diving related conversation threads.
- n) **Note:** Incorporated Associations are required to maintain a Register of Members. For NQUEC, this function is performed by the Secretary through the management of the Contact Master List. Data within the Register of Members can also be validated by comparison with AUF membership records, which club committee members can access through the AUFQ website. The tool provided by AUFQ to NQUEC for this purpose is the password-protected *Sports TG* login portal. The NQUEC representative to the AUFQ (usually the President) will provide this login access to committee members as required.

Club policy document introduced September 2018 by:

Simon Penprase
NQUEC President

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