



University College Privacy Policy

University College (ACN 004 224 211) (University College, we, us, our) provides residential housing for students at the University of Melbourne and other Universities and is bound by the Australian Privacy Principles (**APPs**) in the *Privacy Act 1988* (Cth) (**Privacy Act**). University College also provides for academic visitor accommodation, accommodated conferences and events. We understand the importance of, and are committed to, protecting your personal information. This Privacy Policy explains how we manage your personal and health information, including our obligations and your rights in respect of our dealings with your personal information.

Personal information is information that identifies you or could reasonably identify you, such as your name, contact details and records of your dealings with University College. Sensitive Information is a type of personal information which includes, amongst other things, details about your racial or ethnic origin, religious beliefs, criminal history, or health and medical information.

Please take a moment to read our Privacy Policy as it describes what happens to your personal information that is collected directly from you and via our website at <http://www.unicol.unimelb.edu.au/policies> (the **Website**).

1. How we collect your personal information

We will collect and hold your personal information in a fair and lawful manner, and not in an intrusive way. Where it is reasonably practical to do so, we will collect your personal information directly from you. We may collect the personal information you directly give us through some of the following means:

- (a) when you make an inquiry via 'Contact Us' through our Website or over the telephone;
- (b) when you complete registration forms when you sign up to become a resident at University College;
- (c) in administering and performing any contracts with service providers;
- (d) from students and parents and/or legal guardians before, during and after the course of a student's enrolment at University College;
- (e) from job applicants, staff members and volunteers;
- (f) in the course of undertaking research;
- (g) direct contact in the course of providing student services or administration;
- (h) when you contact us via telephone or facsimile;

- (i) from correspondence (whether in writing or electronically);
- (j) while conducting resident/student satisfaction surveys;
- (k) from students past and present in order to keep a databank of both past and present students;
- (l) from accommodation and event registration forms or apartment bookings; and
- (m) as otherwise required to manage our business.

However, in certain cases we may collect personal information from publically available sources and third parties, such as suppliers and contractors.

If we collect personal information about you from a third party we will, where appropriate, request that the third party inform you that we are holding such information, how we will use and disclose it, and that you may contact us to gain access to and correct and update the information.

2. Types of personal information we collect

The type of personal information we may collect can include (but is not limited to), your name, postal address, email address, phone numbers, credit card information and, if applicable, employment information.

We may also collect and hold sensitive information about you, including health information, including medical records. We only collect sensitive information about you with your consent, or otherwise in accordance with the Privacy Act.

Where you do not wish to provide us with your personal information, we may not be able to provide you with requested goods or services.

3. Our purposes for handling your personal information

As a general rule, we only process personal information for purposes that would be considered relevant and reasonable in the circumstances.

We collect, hold, use and disclose personal information to:

- offer and provide you with our services;
- manage and administer those services, including account keeping procedures and student administration;
- communicate with you;
- keep parents and guardians informed about matters related to a student's time at University College through correspondence, newsletters and magazines;
- inform you about the day-to-day administration of University College;
- manage students' educational, social, catering and medical wellbeing;
- seek donations and marketing for University College;

- retain information of past students for heritage, alumni engagement and donor purposes;
- satisfy University College's legal and regulatory obligations; and
- otherwise to manage our business.

We will not use or disclose your personal information for any other purpose unless you have consented to that use or disclosure. In some cases where University College requests personal information about a student or parent, if the information requested is not obtained, University College may not be able to enrol or continue the enrolment of the student.

Examples of instances when personal information about you may be disclosed are:

- publishing names, news and photographs of students, alumni and friends of University College by University College on our Website, in publications and in newsletters;
- providing personal contact details including named photographs to the University College Student Club Inc.;
- communicating enrolment applications to and from The Intercollegiate Office, the University of Melbourne;
- engaging in fundraising activities for University College;
- assisting with the University of Melbourne Advancement Campaign on various alumni engagement and donor initiatives;
- conducting reference checks including from Secondary Schools;
- informing University of Melbourne or other universities where students are enrolled on matters relating to academic performance;
- informing University of Melbourne in relation to fund raising and development activities;
- informing Centrelink of your enrolment details if you are in receipt of payments;
- releasing statistical information to the Department of Immigration and Citizenship (DIAC);
- releasing statistical information to the Department of Education, Employment and Workplace Relations (DEEWR); and
- informing the Australian Taxation Office of your taxation liabilities.

We may disclose personal information between our organisations or to third parties such as our suppliers, organisations that provide us with technical and support services, to contractors who may assist us in fundraising activities, or our professional advisors, where permitted by the Privacy Act. If we disclose information to a third party, we generally require that the third party protect your information to the same extent that we do.

4. Protection of personal information

We will hold personal information as either secure physical records, electronically on our intranet and database systems, in cloud storage, and in some cases, records on third party servers. We maintain appropriate physical, procedural and technical security for our offices and information storage facilities so as to prevent any loss, misuse, unauthorised access, disclosure, or modification of personal information. This also applies to disposal of personal information.

We further protect personal information by restricting access to personal information to only those who need access to the personal information to do their job. Physical, electronic and managerial procedures have been employed to safeguard the security and integrity of your personal information.

We will destroy or de-identify personal information once it is no longer needed for a valid purpose or required to be kept by law.

5. Direct marketing

With respect to marketing and fundraising, University College treats marketing and seeking donations for the future development of our college as an important part of ensuring University College continues to be a quality learning environment in which both students and staff thrive. Personal information held by University College may be disclosed to an organisation that assists in University College's fundraising, for example, the University College's Foundation or alumni organisations. Parents, staff, contractors and other members of the wider community may from time to time receive fundraising information. College publications, like newsletters and magazines, which include personal information, may be used for marketing purposes.

You may opt out at any time if you no longer wish to receive commercial messages from us. You can make this request by contacting our Privacy Officer at the contact details set out in Clause 9.

6. Cookies

A cookie is a small text file stored in your computer's memory or on your hard disk for a pre-defined period of time. We use cookies to identify specific machines in order to collect aggregate information on how visitors are experiencing the Website. This information will help to better adapt the Website to suit personal requirements. While cookies allow a computer to be identified, they do not permit any reference to a specific individual. For information on cookie settings of your internet browser, please refer to your browser's manual.

7. Accessing and correcting your personal information

You may contact our Privacy Officer to request access to the personal information that we hold about you and/or to make corrections to that information, at any time. On the rare occasions when we refuse access, we will provide you with a written notice stating our reasons for refusing access. We may seek to recover from you reasonable costs incurred for providing you with access to any of the personal information about you held by us.

We are not obliged to correct any of your personal information if we do not agree that it requires correction and may refuse to do so. If we refuse a correction request, we will provide you with a written notice stating our reasons for refusing.

We will respond to all requests for access to or correction of personal information within a reasonable time.

8. Overseas transfers of personal information

As at the date of this Privacy Policy, we are not likely to disclose your personal information to overseas recipients.

If in future we do propose to disclose personal information overseas, we will do so in compliance with the requirements of the Privacy Act. We will, where practicable, advise you of the countries in which any overseas recipients are likely to be located.

From time to time we may engage an overseas recipient to provide services to us, such as cloud-based storage solutions. Please note that the use of overseas service providers to store personal information will not always involve a disclosure of personal information to that overseas provider. However, by providing us with your personal information, you consent to the storage of such information on overseas servers and acknowledge that APP 8.1 will not apply to such disclosures. For the avoidance of doubt, in the event that an overseas recipient breaches the APPs, that entity will not be bound by, and you will not be able seek redress under, the Privacy Act

9. Resolving personal information concerns

If you have any questions, concerns or complaints about this Privacy Policy, or how we handle your personal information, please contact our Privacy Officer:

The Privacy Officer
University College, The University of Melbourne
40 College Crescent,
Parkville, VIC 3052
Telephone: +61 3 9347 3533
Facsimile: +61 3 9347 1549
businessmanager@unicol.unimelb.edu.au

We take all complaints seriously, and will respond to your complaint within a reasonable period.

If you are dissatisfied with the handling of your complaint, you may contact the Office of the Australian Information Commissioner:

Office of the Australian Information Commissioner
GPO Box 5218
Sydney NSW 2001
Telephone: 1300 363 992
Email: enquiries@oaic.gov.au

10. Changes

We reserve the right to change the terms of this Privacy Policy from time to time, without notice to you. An up-to-date copy of our Privacy Policy is available on our Website.

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Revision Control

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