Privacy Procedure

1 Purpose

To provide guidance for University Members on managing Personal Information, including collection, use, disclosure and storage and to outline how individuals can access or correct any of their Personal Information held by the University, or make Privacy Complaints.

To also meet the University's obligations under the *Information Privacy Act 2009* (Qld) ('the IP Act') to maintain Policies and Procedures that explain in detail how the University manages and handles different categories of Personal Information.

2 Scope

This procedure applies to Personal Information collected, held, used or disclosed by the University relating to:

1. Students, including prospective Students, Applicants or former Students
2. Employees and job applicants
3. Alumni
4. Donors
5. Research participants
6. other University Members
7. participants in or clients engaged with a health or other service offered by the University (including, health clinics or childcare services).

3 Procedure Overview

This Procedure outlines the University's practices and processes for collection of Personal Information, including the types of Personal Information collected, the various purposes for which Personal Information may be collected, and how the University collects, holds, uses and discloses Personal Information. It also addresses how individuals may seek access to or correct their Personal Information or make a Privacy Complaint.

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4 Procedures

4.1 Types of Personal Information collected and held by the University

The University collects and holds a range of Personal Information while engaging in education, Research and its other functions and activities. The University is often unable to provide services to individuals unless their Personal Information is collected and held.

The types of Personal Information the University collects and holds will depend upon the person's relationship with the University and the circumstances of the collection, including whether the information is collected from a person (or member of an organisation) in their capacity as a Student, Applicant, Employee, Supplier, Contracted Service Provider, job applicant or other capacity.

If a person collects the Personal Information of others on behalf of the University, they must inform such persons that the collection is made under the University's Privacy Policy and subordinate Procedure.

4.1.1 Applicants and Students

The University is obliged by law to collect and hold certain Personal Information, including in compliance with laws governing migration, taxation, education and other laws. This may include obligations under the *Education Services for Overseas Students Act 2000* (Cth) and the related National Code.

Certain information collected from Students may be subject to the Commonwealth *Privacy Act 2009* (Cth). This includes personal information collected in connection with the *Higher Education Support Act 2003* (Cth), *Commonwealth Higher Education Funding Act 1988* (Cth), and *VET Student Loans Act 2016* (Cth), which includes Personal Information collected in connection with assessing Student financial applications (such as Course and citizenship information), and decisions regarding Students' Commonwealth funding.

The University collects Personal Information from Applicants that includes:

1. name, date of birth, postal and home address, and emergency contact information
2. academic and professional history
3. details that enable the University to process payment of fees and charges, or HECS-HELP or FEE-HELP statements (including tax file numbers (TFN))
4. any other Personal Information disclosed to the University in connection with the application.

If the Applicant becomes a Student, the University may collect Personal Information relevant to the delivery of their studies. This may include:

1. Course progress (including Admission status, Course Enrolment, academic performance, Credit Transfer, attendance records, and any disciplinary matters)

2. activities undertaken as a Student (including participation on committees or in competitions)

3. information regarding the Student's use of University services and facilities (including the library, University information technology systems, and Student support services such as learning assistance and counselling)

4. industry experience (including Work Integrated Learning)

5. photographs, images, videos or voice recordings of Teaching and Learning activities and other events in which the Student participates (such as videos or voice recordings from recorded lectures)

6. applications for and awards of Prizes, Scholarships, grants and other forms of study assistance

7. qualifications and accreditations (including possession of a Blue Card)

8. personal welfare (including health, disability, medical or counselling matters, Student Complaints and Grievances), immunisation status and other health matters

9. details to enable the University to process payment of fees and charges, including Personal Information or Sensitive Personal Information that may be required to assess requests for refund of fees, or HECS-HELP or FEE-HELP statements (including TFNs)

10. graduation records, including post-graduation outcomes.

4.1.2 Employees or Job Applicants

The University collects Personal Information when a person makes an application for employment by the University, including:

1. name, date of birth, postal and home address, and emergency contact information

2. employment history

3. health information relating to necessary workplace adjustments

4. criminal history collected when the University undertakes a criminal background check

5. any other Personal Information disclosed to the University by the job applicant in connection with their application or interviews, including curriculum-vitae, application information, records of interviews, references and verification documentation and test

data.

If a job applicant becomes an Employee, the University may collect Personal Information relevant to their engagement by the University, including:

1. personal details including emergency contacts
2. employment contracts and conditions of employment, including packaging and benefits, background checks, references, government identification details (including any relevant visa), certifications or accreditations
3. financial information, including payroll and pay records, superannuation fund details, banking details, TFN and salary
4. Employee records, including leave and attendance, performance appraisals, probation and promotions, temporary higher duties, redeployment and variations, personal development and training records, travel and study assistance, Grievances and Complaints
5. photographs, images, videos or voice recordings of training, meetings and other events in which the Employee participates (including videos or voice recordings from recorded lectures)
6. health and safety requirements, including welfare matters, accidents and injuries, compensation and rehabilitation arrangements
7. equity data
8. Research Outputs, Non-Traditional Research Outputs and participation in commercial consultancies
9. grants, Awards, honours and recognitions
10. access to services including University vehicles, health, library and information technology (including data produced from the use of such services), building security, access control and monitoring data, and records and content of communications sent over the University's network
11. membership of University committees
12. other Personal Information created during employment or termination of employment.

4.1.3 Alumni

The Personal Information the University collects about Alumni will depend on the nature of the

interaction with the individual alum. This may include:

1. name, date of birth, postal and home address
2. academic and professional history
3. details of the interactions with the University (including emails and file notes of telephone discussions)
4. any other Personal Information disclosed to the University by an alum in connection with their interactions.

4.1.4 Donors

The Personal Information the University collects about Donors will depend on the nature of the interaction with the Donor. This may include:

1. name, date of birth, postal and home address
2. details to enable the University to process payment of donations or bequests
3. records of donations made to the University
4. details of the interactions the Donor has with the University (including emails and file notes of telephone discussions)
5. any other Personal Information disclosed to the University by a Donor in connection with the interactions.

4.1.5 Research participants

The University may need to collect, hold, use and disclose Personal Information in order to administer the Research Activities in which an individual participates.

4.1.6 Other

The University may need to collect, hold, use and disclose Personal Information in order to facilitate volunteer arrangements , or to provide services to a person, including health or similar services.

4.2 How the University collects Personal Information

The University may collect Personal Information:

1. from an individual directly, when they interact with the University face to face, in writing, electronically or by telephone

2. when an individual communicates with the University through the University website or Social Media

3. from trusted third parties including recruitment agents, tertiary admission centres, external service providers, marketing organisations, government agencies and other educational institutions

4.3 Purposes for collecting Personal Information

The University collects, holds, uses and discloses Personal Information for a number of purposes, including to:

- supply University services
- respond to enquiries about University services
- process payments made to the University
- keep internal records
- provide support and deal with Complaints or feedback
- manage relationships with Students, Employees, Alumni, Donors, Suppliers and contractors
- ensure compliance with University requirements such as codes, Policies or Procedures
- engage external service providers and Suppliers
- carry out Research, planning, service development, security and Risk management
- market University services
- organise events
- manage Insurance
- provide campus security and respond to security incidents
- evaluate job applicants
- conduct searches and make enquiries regarding the information provided to the University by an individual, or more generally to collect additional Personal Information

about an individual or an associate of an individual for regulatory or prudential purposes

- comply with the University's legal and regulatory obligations
- otherwise carry out University functions.

The University may use and disclose Personal Information for other purposes required or authorised by law (including purposes for which an individual has provided consent).

4.3.1 Students

The University will collect, hold, use and disclose Personal Information for the purposes of providing education and other services to Students and prospective Students, including to:

1. assess Enrolment applications and provide information
2. administer and manage the supply of education and support services to Students, including Enrolments, Scholarships, financial assistance, billing and collection of fees and charges, examinations (including Formal Examinations), residential accommodation arrangements and graduations
3. review and improve the delivery of University services.

The University is required to collect and hold certain Personal Information to comply with its legal obligations, including to comply with laws governing migration, taxation, education and other laws. This may include, for example, University obligations under the *Education Services for Overseas Students Act 2000* (Cth) and the related National Code.

4.3.2 Employees

The University may collect, hold, use and disclose Personal Information for a number of purposes including to:

1. undertake recruitment (including, for example, carrying out applicant evaluations and background and eligibility to work checks)
2. maintain accurate employment records and to manage performance, including any Disciplinary Action
3. provide support to Employees for the performance of their duties
4. meet any legal and regulatory requirements

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5. otherwise carry out University operations and ensure effective business administration.

Australian taxation law may require the University to collect, use and disclose an Employee's TFN solely for the purpose of facilitating payments to the Employee. An Employee is not compelled to disclose their TFN, but failure to do so may result in the Employee paying more tax than necessary.

4.3.3 Alumni

The University will collect, hold, use and disclose Personal Information of an alum for various purposes including to:

1. communicate with Alumni about the University and upcoming events, such as conferences, Courses, lectures or workshops

2. facilitate Alumni engagement activities and related services, such as reunions and networking opportunities

3. inform Alumni about opportunities to engage with the University, including participation in mentoring programs and fundraising activities.

4.3.4 Donors

The University will collect, hold, use and disclose the Personal Information of Donors for various purposes, including to communicate with Donors about the University and engagement opportunities and fundraising events.

4.3.5 Research participants

If an individual participates in Research Activities conducted by the University, the University may need to collect, hold, use and disclose Personal Information in order to administer the relevant Research Activities.

4.4 Marketing

The University (and business partners or third party Suppliers) may collect, use and hold an individual's Personal Information so the University can provide them with information about relevant services and events.

The University may also use a combination of personal and anonymized data to provide personalised marketing messages through email, advertising third party websites and platforms (including Social Media) and the University's own website.

The University may contact individuals by email, mail or telephone or via third party websites

and platforms. A person may notify the University at any time that they no longer wish to receive marketing communications by contacting the Privacy Officer or using the opt-out or unsubscribe facility in University communications. Individuals may need to separately opt-out of receiving direct marketing from third parties affiliated with the University.

4.5 Disclosure of Personal Information to third parties

The University may disclose Personal Information to third parties for the purposes listed in section 4.3. This may include government departments and agencies (including law enforcement) where necessary.

The University may also disclose Personal Information to other third parties and for other purposes where it is required or authorised by law to do so (including where consent has been given or where the person providing Personal Information would reasonably expect the University to use or disclose it for a related, or in the case of Sensitive Personal Information, directly related, secondary purpose. Third parties may include:

1. Financial institutions (for payment processing)

2. Contracted Service Providers, such as:
    a. delivery and shipping providers

    b. IT service providers

    c. identification card providers

    d. marketing, promotional and market research agencies

    e. business advisors (such as auditors and lawyers).

4.5.1 Students

The University may disclose the Personal Information of Students to third parties that include:

1. Commonwealth Department of Education, Skills and Employment (DESE) (as it may be configured from time to time)

2. The Australian Taxation Office in relation to fee assistance including HELP loans

3. Centrelink for Domestic Students' entitlements

4. Tertiary Education Quality and Standards Authority (TEQSA) and Tertiary Admissions Centres

5. other education providers for cross-institution Enrolments
6. entities and government agencies that provide sponsorship or funding for a Student's studies
7. other Students enrolled in the same Course to the extent necessary to manage and facilitate the provision of services to Students, including disclosure of a Student's name and University email address, unless asked by the Student not to disclose.

4.5.2 Staff

The University may disclose Personal Information to third parties that include:

1. Australian Taxation Office
2. UniSuper Ltd or other superannuation companies
3. banks and insurance companies (name and account numbers only).

4.6 Holding Personal Information

The University generally holds Personal Information in computer systems, including systems operated by Contracted Service Providers. The University will take reasonable steps to protect Personal Information from misuse, interference, loss, unauthorised access, modification or disclosure. This includes taking appropriate security measures to protect its own electronic materials as well as those of its service providers.

Third party data storage providers to the University are required to protect Personal Information in accordance with applicable laws and take appropriate technical and organisation measures against unauthorised or unlawful use of Personal Information or its accidental loss, destruction or damage.

4.7 Cookies and tracking

The University uses cookies on certain University web pages for the purposes of:

- analysing web page flow, including usage statistics and analytics for the University website
- managing transactions across multiple pages
- authentication, including keeping individuals logged into University systems
- remembering preferences for the University website.

4.8 Access to and correction of Personal Information

The RTI Act governs access to and correction of Personal Information held by the University.

4.8.1 Accessing a person's own Personal Information

An individual may seek access to their own Personal Information by submitting a formal application under the RTI Act via email to the Privacy Officer.

A person may be able to access their Personal Information via the University's Administrative Access Scheme by sending a request, in writing, to the Privacy Officer.

Requests made via the Administrative Access Scheme, or by a formal access application, are handled in accordance with the University's obligations under the IP Act, the RTI Act, or other applicable laws, and in accordance with this Procedure.

4.8.2 Amending Personal Information held by the University

A person may make a formal application to the Privacy Officer to amend their Personal Information via email.

The University may also provide an administrative process to allow individuals to amend their Personal Information without a formal application. Individuals can contact the Privacy Officer if they believe their request can be handled administratively.

University Employees or Students may also be able to amend their Personal Information directly in the relevant University system.

Requests to amend Personal Information must be accompanied by proof of identity and include information about:

1. the document/s the person wishes to amend;
2. an explanation of how the Personal Information is inaccurate or misleading (if applicable);
3. a description of the information necessary to bring the document up to date or make it complete (if applicable); and
4. any other information that the person believes will assist in the assessing of the application.

Requests to amend Personal Information are handled in accordance with the University's obligations under the IP Act, the RTI Act, or other applicable laws, and in accordance with the University's Policies and Procedures.

4.8.3 Other privacy laws and how the University complies with them

In some cases, Personal Information held by the University may be subject to other privacy laws, such as the Commonwealth Privacy Act 1988 (Cth) ('Privacy Act'). If the Privacy Act applies:

1. An individual has the right to request access to their Personal Information and request its correction if it is inaccurate, out of date, incomplete, irrelevant or misleading.

2. The University will respond to all requests for access to or correction of Personal Information within a reasonable period.

3. The University will consider requests to access Personal Information in accordance with its obligations under the Privacy Act. In some circumstances individuals may be charged an access fee to cover the University's costs of retrieving and supplying the information sought.

4.9 Complaints

Any person may contact the Privacy Officer if they have any Complaints about the manner in which the University has collected or handled their Personal Information.

The University will respond to Complaints within a reasonable period. When considering a Complaint, the University may take the following steps:

1. Contact the person who made the Complaint ('the Complainant') to acknowledge the Complaint.

2. If the Complaint relates to multiple issues, identify the parts of the Complaint that relate to privacy and direct the Complainant to the appropriate areas of the University to address any other parts of the Complaint.

3. Engage with the Complainant in relation to the Complaint, to ensure the University understands the nature of the Complaint.

4. Contact the Complainant as appropriate throughout the Complaint process to provide updates, discuss next steps, identify any missing information or address concerns.

5. Where appropriate, provide an apology to the Complainant.

6. Provide written notification of the outcome of the Complaint, including reasons for any decisions made by the University, and any remedial actions recommended.

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If, after the expiry of any applicable period, the Complainant is not satisfied with the University's response, or the University fails to respond, they may lodge a Complaint with the Queensland Office of the Information Commissioner.

4.10 Changes to this Privacy Procedure

The University will review and revise the Privacy Procedure to ensure it reflects current information handling practices. The University will notify such changes by posting an updated version in the University Policy Library.

5 References

Nil.

6 Schedules

This procedure must be read in conjunction with its subordinate schedules as provided in the table below.

7 Procedure Information

Accountable Officer	Privacy Officer
Responsible Officer	Privacy Officer
Policy Type	University Procedure
Policy Suite	Privacy Policy
Subordinate Schedules	
Approved Date	24/6/2025
Effective Date	24/6/2025
Review Date	24/6/2030
Relevant Legislation	*Higher Education Funding Act 1988* (Cth) *Education Services for Overseas Students Act 2000* (Cth) *Higher Education Support Act 2003* (Cth) *Information Privacy Act 2009* *Right to Information Act 2009*

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	VET Student Loans Act 2016 (Cth)
Policy Exceptions	Policy Exceptions Register
Related Policies	Administrative Access Scheme Policy
Related Procedures	Administrative Access Scheme Procedure
Related forms, publications and websites	Google Privacy & Terms - Technologies Right to Information and Information Privacy Access Application form Right to Information and Administrative Access Scheme Office of the Information Commissioner Website Office of the Australian Information Commissioner Website
Definitions	**Terms defined in the Definitions Dictionary**
	Applicant A person who applies for any program or Course of study offered by the University whether the application is made through the Queensland Tertiary Admission Centre (QTAC) or directly to the University. Award The qualification conferred upon a Student following the successful completion of an Academic Program. The categories of Award are listed in the Program Nomenclature Schedule . Complainant A person who has made a Complaint. Complaint A Complaint is an “expression of dissatisfaction made to or about the University, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required”. Course A discrete element of a program, normally undertaken over a single Study Period, in which the Student enrols, and on completion of which the Student is awarded a grade.

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Credit Transfer

A process that provides Students with agreed and consistent Credit outcomes for components of a qualification based on identified equivalence in content and Learning Outcomes between matched qualifications.

Disciplinary Action

Action by the University to discipline an Employee for misconduct or serious misconduct and includes: formal censure or counselling; demotion by one or more classification levels or increments; withholding of an increment; suspension with or without pay; or termination of employment for serious misconduct only.

Domestic Student

A Student who is an Australian citizen, a New Zealand citizen, an Australian Permanent Resident or the holder of an Australian permanent humanitarian visa.

Donor

An individual or other entity that makes a contribution of value to an Organisation to further the organisation objectives. A Donor includes prospective donors and an individual or entity that has previously made a contribution with the exclusion of government funding for core business purposes.

Employee

A person employed by the University and whose conditions of employment are covered by the Enterprise Agreement and includes persons employed on a continuing, fixed term or casual basis. Employees also include senior Employees whose conditions of employment are covered by a written agreement or contract with the University.

Enrolment

The process of admitting Students to one or more Courses for the current Academic Year.

Formal Examination

A Summative Assessment Item in the form of an Examination held during the Formal Examination Period.

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Insurance

The equitable transfer of the Risk of a loss from one entity to another in exchange for payment. It is a form of Risk Management primarily used to hedge against the Risk of a contingent, uncertain loss. An Insurer, or Insurance carrier, is a company selling the Insurance. The insured, or policyholder, is the person or entity buying the Insurance policy for a premium. The insured receives a contract (called the Insurance policy), which details the conditions and circumstances under which the insured will be financially compensated.

Personal Information

Personal information means information or an opinion about an identified individual or an individual who is reasonably identifiable from the information or opinion - (a) whether the information or opinion is true or not; and (b) whether the information or opinion is recorded in a material form or not.

Policy

A high level strategic directive that establishes a principle based approach on a subject. Policy is operationalised through Procedures that give instructions and set out processes to implement a Policy.

Prize

A prize acknowledges outstanding academic achievement in a Course, group of Courses or a program. Selection will be based on Academic Merit but may be restricted to certain groups of Students in accordance with the University's equity objectives. A prize may take the form of monetary reward, equipment, book voucher, or subscription to professional organisations.

Procedure

An operational instruction that sets out the process to operationalise a Policy.

Research

Research is the creation of new knowledge and/or the use of existing knowledge in a new and creative way to generate new concepts, methodologies, inventions and understandings. This could include the synthesis and analysis of previous research to the extent that it is new and creative.

Research Activities

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Refers to activities that result in the creation of new knowledge and/or the use of existing knowledge in a new and creative way so as to generate new concepts, methodologies and understandings. This could include synthesis and analysis of previous research to the extent that it leads to new and creative outcomes.

Research Output

An output is an outcome of research and can take many forms. Research Outputs must meet the definition of Research.

Risk

The effect of uncertainty on objectives.

Scholarship

A Scholarship is Student recognition, typically based on Academic Merit, which provides a financial grant to a Student to undertake or complete a program of study at the University over a nominated period of time, in accordance with the selection criteria. A Scholarship may take the form of periodic payments to the Student or a reduction in specified costs, such as tuition fees for the duration of the Scholarship.

Social Media

A broad term that encompasses interactive online communication channels that enable users to create and share content, opinions, experiences, and knowledge. These can be written comments, videos, photographs, or audio files. Social media channels may include, but are not limited to, Facebook, Instagram, X (Twitter), YouTube, LinkedIn, and TikTok.

Student

A person who is enrolled in a UniSQ Upskill Course or who is admitted to an Award Program or Non-Award Program offered by the University and is: currently enrolled in one or more Courses or study units; or not currently enrolled but is on an approved Leave of Absence or whose admission has not been cancelled.

Supplier

An organisation known to be capable of supplying the required Goods and/or Services.

University

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The term 'University' or 'UniSQ' means the University of Southern Queensland.

University Members

Persons who include: Employees of the University whose conditions of employment are covered by the UniSQ Enterprise Agreement whether full time or fractional, continuing, fixed-term or casual, including senior Employees whose conditions of employment are covered by a written agreement or contract with the University; members of the University Council and University Committees; visiting, honorary and adjunct appointees; volunteers who contribute to University activities or who act on behalf of the University; and individuals who are granted access to University facilities or who are engaged in providing services to the University, such as contractors or consultants, where applicable.

Work Integrated Learning

University-managed learning and Assessment activities that are designed to integrate theory with the practice of work.

Definitions that relate to this procedure only

Alumni

A former Student of the University who has graduated from a University Program and has received an Award from the University.

Blue Card

A clearance required under the *Working with Children (Risk Management and Screening) Act 2000* (Qld) for individuals working or volunteering in child-related employment or operating businesses involving children.

Contracted Service Provider

Has the meaning given to it under the *Information Privacy Act 2009* (Qld): “an entity other than the University” that enters a contract or other arrangement with the University to provide services.

Privacy Complaint

Has the meaning given to it under the *Information Privacy Act 2009* (Qld): “a complaint by an individual about an act or practice of a relevant entity (the respondent for the complaint) in relation to the individual's Personal Information that is a breach of the relevant entity's obligation under the IP Act to comply with the Privacy

	Principles; or an approval under section 157 of the IP Act" (being an approval given by the information commissioner that waives or modifies an agency's obligation to comply with the privacy principles). **Privacy Officer** The Lawyer (Privacy), or other University staff member so designated from time to time. **Sensitive Personal Information** As defined by the IP Act as health information or Personal Information about an individual relating to their racial or ethnic origins, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual preferences or practices, or criminal record.
Keywords	
Record No	24/542PL

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