

PRIVACY POLICY

EMMANUEL COLLEGE (ABN 84 505 051 645) and its Related Entities
(EMMANUEL COLLEGE)

Approval Authority	Principal/CEO
Policy Author	Emmanuel College
Effective Date	18 August 2023
Review date	July 2024

In this Privacy Policy, the expressions “**Emmanuel College**”, “**we**”, “**us**” and “**our**” are a reference to EMMANUEL COLLEGE WITHIN THE UNIVERSITY OF QUEENSLAND (ABN 84 505 051 645) and its Related Entities (as defined by the provisions of the *Corporations Act 2001* (Cth)).

The privacy of the students that live with us, and all other people we come into contact with here at Emmanuel College is important to us. We take all reasonable steps to comply with the Australian Privacy Principles and the *Privacy Act 1988* (Cth) in the way we collect, use, keep secure and disclose Personal Information or Personal Data.

The Privacy Act defines “Personal Information” to mean any information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent or can be reasonably ascertained, from the information or an opinion.

If you are a resident of the European Union or the United Kingdom, we are required to comply with the EU GDPR or UK GDPR as applicable in relation to your Personal Data (each as defined in **Section 12**).

This Privacy Policy applies to Personal Information and Personal Data collected by us. The purpose of this Privacy Policy is to generally inform people of:

- The kinds of Personal Information or Personal Data collected and held;
- How and when we collect Personal Information and Personal Data;
- How we use and disclose Personal Information and Personal Data;
- How we keep Personal Information and Personal Data secure, accurate and up-to-date;
- How an individual can access and correct their Personal Information and Personal Data; and
- How we will facilitate or resolve a privacy complaint.

If you have any concerns or complaints about the manner in which your Personal Information or Personal Data has been collected, used or disclosed by us, we have put in place an effective mechanism and procedure for you to contact us so that we can attempt to resolve the issue or complaint. Please see **Section 10** for further details.

If you have any concerns or questions, please contact us at privacy@emmanuel.uq.edu.au or write to us at The Privacy Officer, Emmanuel College Sir William MacGregor Drive, St Lucia, QLD 4067 and our privacy officer will then attempt to resolve the issue.

We recommend that you keep this information for future reference.

1. The kinds of Personal Information or Personal Data collected, used and disclosed by Emmanuel College

We will only use or disclose your Personal Information or Personal Data for the primary purposes for which it was collected or as consented to by you.

At or around the time we collect Personal Information or Personal Data from you, we will endeavour to provide you with a notice which details how we will use and disclose that specific information.

We set out some common collection, use and disclosure instances in the table below.

Purpose	Type of Information	Uses	Disclosures
General enquiries (by web or phone)	• Contact information for enquiries: Such as your name, address, billing address (if different to address), email address and phone numbers. • Content of enquiry: any other Personal Information or Personal Data you disclose to us in the body of your enquiry, including, if relevant, your academic qualifications.	The types of uses we will make of Personal Information or Personal Data collected for this type of purpose include: • Identity verification: if required, the verification of your identity and enrolment at a University in an eligible degree. • Services: the provision of our services to you including: - Using your Personal Information or Personal Data to provide you with information about the college, residence and fees, as well as answering any other queries you may have. • Marketing: using your Personal Information or Personal Data for the purposes set out in “<i>Marketing Services</i>” section below. • General administrative and security use: - To protect Emmanuel College’s websites from security threats, fraud or other criminal activities. - The use for the administration and management of Emmanuel College. - The maintenance and development of our services, premises, business systems and infrastructure. - In connection with the sale of any part of Emmanuel College’s business or a company owned by an Emmanuel College entity.	The types of disclosures we will make of Personal Information or Personal Data collected for the type of purposes listed include, without limitation, to: • Our administrative bodies and functions • Service providers (including IT service providers and consultants) who assist Emmanuel College in providing and maintaining the residence and our services. • Third party providers who assist us in providing our services to you.
Residency and enrolments	• Contact information for student applications and online account: Such as your name, address, billing address (if different to address), email address, phone numbers, academic qualifications, contact details of parents or guardians (including name, address, phone number and email address).	The types of uses we will make of Personal Information or Personal Data collected for this type of purpose include: • Identity verification: if required, the verification of your identity, enrolment at an eligible university, and immigration status.	The types of disclosures we will make of Personal Information and Personal Data collected for the type of purposes listed include, without limitation, to: • Third parties connected with the payment process including ecommerce, payment gateway providers (including Woo Commerce or any other service used from time to time) and financial institutions.

Purpose	Type of Information	Uses	Disclosures
	• Identifying information: such as your passport, driver's licence or date of birth. • Contact information for student enrolments: The above listed information, as well as medical information, emergency contact details, and details of next of kin. • Transaction Information: Such as: - Information specified in "<i>contact information for student applications and online accounts</i>" - Billing and account details. - Payment card details. - Details of required primary identification information. • Resident Services: Information collected in connection by our customer services department. • Tertiary information: student numbers, offers of university enrolment, academic qualifications completing, such as records relating to tertiary course attendance, performance and grades. This includes prizes, awards, work integrated learning, mentoring, volunteering, work experience participation and any other information collected by Emmanuel College's systems in the course of the student's enrolment with an eligible University. • Financial information: Such as scholarships, HECS and student fees, fines and levies. • Medical or health information which you voluntarily provide to us as part of any injuries that you suffer on college premises or during the terms of your residency with us. • Identifying details in CCTV footage: Footage and photographs taken anywhere on our premises by the CCTV cameras.	• Services: the provision of our services to you including: - Using your Personal Information or Personal Data to provide you with information about the college, residence and fees, as well as answering any other queries you may have. - Using your Personal Information or Personal Data in order to process your application for residence at the college. - Using your Personal Information or Personal Data in order for you to reside at the college and receive the associated resident services and for general administration during the semester. - Payment processing, including charging, credit card authorisation, verification and debt collection. - To provide resident service functions, including handling resident applications, enquiries and complaints, student support services, financial assistance (among other purposes). - To record, if appropriate, any visitors that you may have to the premises. • Marketing: using your Personal Information or Personal Data for the purposes set out in "<i>Marketing Services</i>" section below. • Online accounts: If you create an account with Emmanuel College and you provide us your Personal Information or Personal Data, we will use it for: - Processing of your application, updating your account details and processing payments. - Customer service related contact. • General administrative and security use:	• Service providers (including IT service providers and consultants) who assist Emmanuel College in providing and maintaining the residence and our services. • Third parties, such as external debt recovery agents, court, government departments/agencies (including Centrelink and the Australian Taxation Office), or other entities to which we are required by law to disclose personal information. • Law enforcement agencies if you are alleged to have been involved in a criminal offence. • The Department of Home Affairs in order to verify aspects of your immigration status. • Related entities of Emmanuel College. • The University of Queensland and its related entities including UQ Sport in connection with your participation in clubs or events (e.g. sporting membership). • Third parties in connection with the sale of any part of Emmanuel College's business or a company owned by an Emmanuel College entity. • Financial institutions for enrolment fee purposes. • As required or authorised by law. We will make disclosure of sensitive information only to the following persons: Wing Leaders, Health Professionals (in the case of an emergency or injury), your parents or guardians (with your express permission). We may also be required to disclose sensitive information as required or authorised by law, or to our relevant insurance company in connection with any claim or alleged claim (UniMutual, as may be amended from time to time).

Purpose	Type of Information	Uses	Disclosures
		- To protect Emmanuel College's premises and websites from security threats, fraud or other criminal activities. - The use for the administration and management of Emmanuel College. - The maintenance and development of our services, premises, business systems and infrastructure. - In connection with the sale of any part of Emmanuel College's business or a company owned by an Emmanuel College entity. - To provide customer services to clients and for quality assurance purposes. • Health services: To exercise our duty of care to the students and persons on our college premises. To communicate with other relevant parties in connection with rehabilitation or return to work or university life (as applicable). • Processing resident payments: The processing of any payments and refunds, if applicable, in connection with a resident's annual fees and other charges. • CCTV footage: - To monitor safety of all persons on our premises - For verification purposes in any instance of breach our rules of conduct, any applicable law, or in instances of complaints by any person.	

Events and functions	• Attendees at conferences and event: Personal Information or Personal Data including: - Contact information: Such as name, Company name (if applicable), e-mail address, current postal and residential address, phone numbers. • Transaction Information: Such as: - Your name, address, billing address (if different to address), email address, phone numbers, academic qualifications, contact details of parents or guardians (including name, address, phone number and email address; - Billing and account details. - Payment card details. - Details of required primary identification. • Visiting speakers, academics and professionals: Personal Information or Personal Data such as: - Contact information: Such as name, e-mail address, current postal and residential address and phone numbers. - Professional and academic qualifications: academic qualifications completed or currently completing, such as records relating to tertiary course attendance, performance and grades. This includes prizes, awards, work integrated learning, mentoring, volunteering, work experience participation - Details of previous residence (if applicable) with Emmanuel College • Identifying details for event hire: name, email address, telephone number and any other details you may voluntarily provide to us (including in relation to the proposed event) • Identifying details in CCTV footage: Footage and photographs taken anywhere on our premises by the CCTV cameras.	• Conference attendee information: Utilising the information collected in connection with event ticketing and payment, as well as accommodation booking and payment on behalf of the conference attendee. • Event attendees information: Utilising the information collected in connection with event ticketing and payment. • Processing payment for attendance at events or conferences: The processing of any payments, accommodation bookings and refunds, if applicable. • Visiting speakers, academics and professionals information: Utilising the information collected in connection with the provision of events and lectures for students and if required, the verification of identity and qualifications obtained, to confirm eligibility to deliver relevant presentation. • Services: the provision of our services to our current students including: - Administering programs that connect current students with alumni mentors. - The provision of events and lectures for current students - In connection with event invitations, fundraising and recruitment • Event hire: Providing you with information about event hire and in connection with processing payment and event set-up. • Marketing: using your Personal Information or Personal Data for the purposes set out in “Marketing Services” section below. • CCTV footage: - To monitor safety of all persons on our premises - For verification purposes in any instance of breach our rules of conduct, any applicable law, or in instances of complaints by any person.	The types of disclosures we will make of Personal Information or Personal Data collected for the type of purposes listed include, without limitation, to: • Third parties, such as external debt recovery agents, court or other entities to which we are required by law to disclose Personal Information or Personal Data. • Third parties connected with the payment process including ecommerce, payment gateway providers (including Woo Commerce or any other service used from time to time) and financial institutions • Service providers (including IT service providers and consultants, including Cymax or any other provider from time to time) who assist Emmanuel College in providing and maintaining the residence and our services. • Third parties connected with the marketing process who assist us in providing newsletters and events to you.
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Human resources	• Contact information: Such name, e-mail address, current postal and residential address, phone numbers, country of residence, next of kin contact details. • Contractor contact information: Australian Business Number, Company name, personnel details. • Employee record information • Identifying information: Such as your photo, passport, date of birth, drivers licence and Medicare card. • CV, resume or application related information: Such as the details provided in your resume or CV, your eligibility to work in Australia, your education, qualification and academic achievements, previous employment details, professional memberships or trade qualifications. • Tax, superannuation and payroll information: Such as your Tax File Number and ATO Declaration, Superannuation details and financial institution details. • Background check information: Information obtained from you or third parties to perform background checks. • Medical or health information which you voluntarily provide to us as part of pre-employment medicals, random drug and alcohol testing or such other information which may be related to an incident which has occurred during the course of your employment. • Performance related information: Pre-employment testing and other information collected by Emmanuel College's systems in the course of the employee or contractor's engagement with Emmanuel College. • Information collected from referees	• Application: Processing your application for your employment with us. • Background checks: Utilising the information collected for the purpose of the Blue Card application process and general assessment of candidate suitability for role, including by obtaining: - Verification of your identity and age. - Confirmation of eligibility to work in Australia. - Confirmation of education and qualifications. - Confirmation of previous employment. - Consideration regarding medical leave. • Administration and performance monitoring use: Utilising the information collected for the purpose of: - Dealings related to the employer/employee relationship or the contractor/principal relationship (as the case may be). - Use of such information whether or not the employment or contractor relationship is prospective, current or past. - Use of such information to monitor systems, performance and time usage and internet usage. - The use of your Personal Information or Personal Data collected in the administration and management of Emmanuel College. - In connection with the sale of any part of Emmanuel College's business or a company owned by an Emmanuel College entity.	We may disclose your Personal Information or Personal Data to: • Relevant superannuation company. • Government agencies, including but not limited to The Australian Taxation Office, Centrelink and Child Support Agency. • Relevant Worker's Compensation organisation (e.g. WorkCover etc). • Third party referees provided by you in connection with an application made to Emmanuel College. • Service providers (including IT service providers and payroll providers), if any. • Recruitment agents used in connection with your application with us. • Third parties in connection with the sale of any part of Emmanuel College's business or a company owned by an Emmanuel College entity. • Third party parties in connection with obtaining any background checks, pre-employment screening. • Financial institutions for payroll purposes. • As required or authorised by law.
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Purpose	Type of Information	Uses	Disclosures
Marketing Services	• Contact information: Such as your name, email address, current postal and residential addresses, particulars of residence at college. • Website enquiries and subscriptions to newsletter: Such as your name and email address. • Online blogs/Forums: Information such as any other information provided to Emmanuel College or posted on the Community Forum and Blogs. • Social media activity: Including “likes”, comments posted, any of your oppositions or feedback, photos posted or uploaded and other information pertaining to your social media activities which concern, or relate, to Emmanuel College. • Marketing material: Such as your name, likeness in (or in relation to) quotes, or audio-visual media (including photographs, images, audio or video recordings) of you, details relating to your academic or other achievements, participation in events, or other news.	• General marketing and consumer analytics: using your Personal Information or Personal Data: - To aggregate with other information and to then use it for marketing and consumer analytics. - To offer you updates on products, events or information that may be of interest to you. - For Marketing and promotional activities by us (including by direct mail, telemarketing and email) such as our email alerts, product awareness information and newsletters. - For the Uses detailed above in “<i>General enquiries</i>”. • Publication: in the case of marketing material, to be published in Emmanuel College’s publications including print media, electronic media and mailing (including the Fiat Lux newsletter). • Online accounts or social media: If you participate in our social media platforms (such as Facebook, Twitter and LinkedIn) and you provide us your personal information, we will use it for: - Adding account holders to the marketing database. - Customer service related contact. - Responding to social media messages. - Fulfilling social media platform rules.	We may disclose your Personal Information or Personal Data to: • Third parties connected with the marketing process who assist us in providing newsletters and information about our events to you. • Service providers (including IT service providers and consultants, including Cymax or any other provider from time to time) who assist Emmanuel College in providing and maintaining the residence and our services. • In the case of marketing material only, to anyone who accesses or receives Emmanuel College publications (including the Fiat Lux newsletter).

Purpose	Type of Information	Uses	Disclosures
Gifts and donations	• Identifying details: your name, email address, postal or residential address, telephone number. • Financial details: Bank account (including bank statements), credit or debit card details.	• Donation: To process your gift or donation to Emmanuel College, The University of Queensland in America Foundation or any other foundation or cause as nominated from time to time. • Marketing: using your Personal Information or Personal Data for the purposes set out in “<i>Marketing Services</i>” section above.	We may disclose your Personal Information or Personal Data to: • Third parties connected with the payment process including ecommerce, payment gateway providers (including Woo Commerce or any other service used from time to time) and financial institutions. • Third parties connected with the marketing process who assist us in providing newsletters and events to you. • Financial institutions for various payment purposes. • As required or authorised by law

2. How Emmanuel College collects and holds Personal Information or Personal Data

2.1 Collection generally

As much as possible or unless provided otherwise in this Privacy Policy or a notification, we will collect your Personal Information or Personal Data directly from you.

When you engage in certain activities, such as filling out a form or sending us feedback, we may ask you to provide certain information. It is completely optional for you to engage in these activities.

Depending upon the reason for requiring the information, some of the information we ask you to provide may be identified as mandatory or voluntary. If you do not provide the mandatory information or any other information we require in order for us to provide our products or services to you, we may be unable to provide our products or services to you in an effective manner, or at all.

2.2 Other collection types

We may also collect Personal Information or Personal Data about you from other sources, such as competitions and also from third parties. Some examples of these alternative collection events are:

- (a) When we collect Personal Information or Personal Data about you from third parties (for example, where we collect Personal Information or Personal Data from a present student about a parent); or
- (b) When we collect Personal Information or Personal Data about you from publicly available sources including but not limited to, court judgments, directorship and bankruptcy searches, Australia Post, White Pages directory, and social media platforms (such as Facebook, Twitter, Google, Instagram etc).

2.3 Notification of collection

If we collect details about you from someone else, we will, whenever reasonably possible, make you aware that we have done this and why, unless special circumstances apply, including as described in this clause 2.3(a) to 2.3(c) below. Generally speaking, we will not tell you when we collect Personal Information or Personal Data about you in the following circumstances:

- (a) Where information is collected from any personal referee you have listed on any application form (including any employment application) with Emmanuel College;
- (b) Where information is collected from publicly available sources including but not limited to court judgments, directorship and bankruptcy searches, social media platforms (such as Facebook, Twitter, Google, Instagram etc); or
- (c) As otherwise required or authorised by law.

2.4 Unsolicited Personal Information or Personal Data

In the event we collect Personal Information or Personal Data from you, or a third party, in circumstances where we have not requested or solicited that information (known as unsolicited information), and it is determined by Emmanuel College (in its absolute discretion) that the Personal Information or Personal Data is not required, we will destroy the information or ensure that the information is de-identified.

In the event that the unsolicited Personal Information or Personal Data collected is in relation to potential future employment with Emmanuel College, such as your CV, resume or candidacy related information, and it is determined by Emmanuel College (in its absolute discretion) that it may consider you for potential future employment, Emmanuel College may keep the Personal Information or Personal Data on its human resource records.

2.5 How we hold your Personal Information or Personal Data

Once we collect your Personal Information or Personal Data, we will either hold it securely and store it in paper form, on infrastructure owned or controlled by us or with a third party service provider who have taken reasonable steps to ensure they comply with the *Privacy Act 1988* (Cth). We provide some more general information on our security measures in **Section 8 (Data security and quality)**.

2.6 Cookies and IP addresses

If you use our website, we may utilise "cookies" which enable us to monitor traffic patterns, trends and to serve you more efficiently if you revisit our website. In most cases, a cookie does not identify you personally but may identify your internet service provider or computer.

We may gather your IP address as part of our business activities and to assist with any operational difficulties or support issues with our services. This information does not identify you personally.

However, in some cases, cookies may enable us to aggregate certain information with other Personal Information or Personal Data we collect and hold about you. Emmanuel College extends the same privacy protection to your personal information, whether gathered via cookies or from other sources, as detailed in this Privacy Policy.

You can set your browser to notify you when you receive a cookie and this will provide you with an opportunity to either accept or reject it in each instance. However, if you disable cookies, you may not be able to access certain areas of our websites or take advantage of the improved web site experience that cookies offer.

3. Uses and discloses of Personal Information or Personal Data

3.1 Use and disclose details

We provide a detailed list at **Section 1** of some common uses and disclosures we make regarding the Personal Information or Personal Data we collect.

3.2 Other uses and disclosures

We may also use or disclose your Personal Information or Personal Data and in doing so we are not required to seek your additional consent:

- (a) When it is disclosed or used for a purpose related to the primary purposes of collection detailed above and you would reasonably expect your Personal Information or Personal Data to be used or disclosed for such a purpose;
- (b) If we reasonably believe that the use or disclosure is necessary to lessen or prevent a serious or imminent threat to an individual's life, health or safety or to lessen or prevent a threat to public health or safety;
- (c) If we have reason to suspect that unlawful activity has been, or is being, engaged in; or
- (d) If it is required or authorised by law.

3.3 Use and disclosure procedures

In the event we propose to use or disclose such Personal Information or Personal Data other than for reasons set out in the above table at **Section 1** or as otherwise outlined in this Privacy Policy, we will first notify you or seek your consent prior to such disclosure or use.

Your Personal Information or Personal Data is disclosed to these organisations or parties only in relation to the products or services we provide to you or for a purpose permitted by this Privacy Policy.

We take such steps as are reasonable to ensure that these organisations or parties are aware of the provisions of this Privacy Policy in relation to your Personal Information or Personal Data.

3.4 Communications opt-out

If you have received communications from us and you no longer wish to receive those sorts of communications, you should contact us via the details set out at the top of this document and we will ensure the relevant communication ceases. Any other use or disclosure we make of your Personal Information or Personal Data will only be as required or authorised by law or as permitted by this Privacy Policy or otherwise with your consent.

4. Sensitive information

4.1 Sensitive information generally

Sensitive information is a subset of Personal Information or Personal Data. It means information or opinion about an individual's racial or ethnic origin, political opinions, membership of a political organisation, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual orientation or practices, criminal record, health information about an individual, genetic information, biometric information that is to be used for the purpose of automated biometric verification or biometric identification or biometric templates.

4.2 Collection and use of sensitive information

In general, we attempt to limit the collection of sensitive information we may collect from you, but depending on the uses you make of our products this may not always be possible and we may collect sensitive information from you in order to carry out the services provided to you. However, we do not collect sensitive information from you without your consent.

The type of sensitive information we may collect about you is dependent on the services provided to you by Emmanuel College will be limited to the purpose(s) for which it is collected. We set out some types of sensitive information we may collect about you in the “*Human resources*” and “*Residency and enrolments*” sections of the table at **Section 1** above.

We do not use sensitive information to send you Direct Marketing Communications (as set out in **Section 5** below) without your express consent.

4.3 Consent

We may collect other types of sensitive information where you have consented and agree to the collection of such information. Generally speaking, we will obtain this type of consent from you at (or around) the point in time in which we collect the information.

5. Direct Marketing

5.1 Express informed consent

You give your express and informed consent to us using your Personal Information or Personal Data set out in:

- (a) The “*Residency and enrolments*” section of the table at **Section 1** of this document above;
- (b) The “*Events and functions*” section of the table at **Section 1** of this document above;
- (c) The “*Gifts and donations*” section of the table at **Section 1** of this document above;
- (d) The “*Marketing Services*” section of the table at **Section 1** of this document above,

to provide you with information and to tell you about our products, services or events or any other direct marketing activity (including third party products, services, and events) which we consider may be of interest to you, whether by post, email and any other form of communication device or application that we may utilise from time to time (**Direct Marketing Communications**).

5.2 Inferred consent and reasonable expectations of direct marketing

Without limitation to paragraph 5.1, if you have provided inferred or implied consent (e.g. not opting out where an opt-out opportunity has been provided to you) or if it is within your reasonable expectation that we send you Direct Marketing Communications given the transaction or communication you have had with us, then we may also use your Personal Information or Personal Data for the purpose of sending you Direct Marketing Communications which we consider may be of interest to you.

5.3 Opt-out

If at any time you do not wish to receive any further Direct Marketing Communications from us or others under this **Section 5**, you may ask us not to send you any further information about products and services and not to disclose your information to other

organisations for that purpose. You may do this at any time by using the “unsubscribe” facility included in the Direct Marketing Communication or by contacting us via the details set out at the top of this document.

6. Anonymity and pseudo-anonymity

To the extent practicable and reasonable, we will endeavour to provide you with the option of dealing with Emmanuel College on an anonymous basis or through the use of a pseudonym. However, there may be circumstances in which it is no longer practicable for Emmanuel College to correspond with you in this manner and your Personal Information and Personal Data may be required in order to provide you with our products and services or to resolve any issue you may have.

Where you are making a gift or donation in accordance with the “*Gifts and Donations*” section of the table at **Section 1** of this document above, you may elect that we do not publish your name in the list of donors.

7. Cross Border Disclosure

7.1 Cross border disclosures

We utilise a great number of third party service providers in connection with our wide range of functions, services and activities as a college. Any Personal Information or Personal Data collected and held by Emmanuel College may be disclosed to, and held at, a destination outside Australia, including but not limited to:

- (a) For IT service providers relating to payment and administrative functions: United States, Singapore, India, Philippines, Ireland and New Zealand;
- (b) For IT service providers relating to direct marketing applications and functions: Singapore, Taiwan, Ireland, Belgium, Netherlands, Finland and the United States;
- (c) For IT service providers for data storage, collection and processing: United Kingdom, Romania, United States, Japan, South Africa, European Union, New Zealand, India, the Philippines, Chile, Ireland, Netherlands, Denmark, Finland, Belgium, Singapore and Taiwan;
- (d) For our IT service providers for administrative applications and website functions: Australia
- (e) From time to time, security products used by the College may scan email attachments for malware. The scanning of those files may reside outside Australia.

As we use service providers and platforms which can be accessed from various countries via an Internet connection, it is not always practicable to know where your information may be held. If your information is stored in this way, disclosures may occur in countries other than those listed above.

In addition we may utilise overseas IT services (including software, platforms and infrastructure), such as data storage facilities or other IT infrastructure. In such cases, we may own or control such overseas infrastructure or we may have entered into contractual arrangements with third party service providers to assist Emmanuel College with providing our products and services to you.

7.2 Provision of informed consent

By submitting your Personal Information or Personal Data to Emmanuel College, you expressly agree and consent to the disclosure, transfer, storing or processing of your Personal Information or Personal Data outside of Australia. In providing this consent, you understand and acknowledge that countries outside Australia do not always have the same privacy protection obligations as Australia in relation to Personal Information or Privacy Data. However, we will take steps to ensure that your information is used by third parties securely and in accordance with the terms of this Privacy Policy.

The *Privacy Act 1988* requires us to take such steps as are reasonable in the circumstances to ensure that any recipients of your Personal Information or Personal Data outside of Australia do not breach the privacy principles contained within the *Privacy Act 1988*. By providing your consent, under the *Privacy Act 1988*, we are not required to take such steps as may be reasonable in the circumstances. However, despite this, we acknowledge the importance of protecting Personal Information and Personal Data and have taken reasonable steps to ensure that your information is used by third parties securely and in accordance with the terms of this Privacy Policy.

7.3 If you do not consent

If you do not agree to the disclosure of your Personal Information or Personal Data outside Australia by Emmanuel College, you should (after being informed of the cross border disclosure) tell Emmanuel College that you do not consent. To do this, either elect not to submit the Personal Information or Personal Data to Emmanuel College after being reasonably informed in a collection notification or please contact us via the details set out at the top of this document.

8. Data security and quality

8.1 Emmanuel College's security generally

We have taken steps to help secure and protect your Personal Information and Personal Data from unauthorised access, use, disclosure, alteration, or destruction. Such steps include (as at the date of this policy):

- Access to systems by way of username and password, as well as multi-factor authentication;
- Ensuring your Personal Information or Personal Data encrypted when in transit;
- Where documentation held in paper form, it is physically secured in storage.

You will appreciate, however, that we cannot guarantee the security of all transmissions, Personal Information or Personal Data, especially where human error is involved or malicious activity by a third party.

Notwithstanding the above, we will take reasonable steps to:

- (a) Make sure that the Personal Information and Personal Data we collect, use or disclose is accurate, complete and up to date;
- (b) Protect your Personal Information and Personal Data from misuse, loss, unauthorised access, modification or disclosure both physically and through computer security methods; and

- (c) Destroy or permanently de-identify Personal Information or Personal Data if it is no longer needed for its purpose of collection.

8.2 Accuracy

The accuracy of Personal Information or Personal Data depends largely on the information you provide to us, so we recommend that you:

- (a) Let us know if there are any errors in your Personal Information or Personal Data; and
- (b) Keep us up-to-date with changes to your Personal Information or Personal Data (such as your name or address).

We provide information about how you can access and correct your information in **Section 9**.

9. Access to and correction of your Personal Information and Personal Data

You are entitled to have access to any Personal Information or Personal Data relating to you which we hold, except in some exceptional circumstances provided by law (including the *Privacy Act 1988* (Cth)). You are also entitled to edit and correct such information if the information is inaccurate, out of date, incomplete, irrelevant or misleading.

If you would like access to or correct any records of Personal Information or Personal Data we have about you, you are able to access and update that information (subject to the above) by contacting us via the details set out at the top of this document.

10. Resolving Privacy Complaints

10.1 Complaints generally

We have put in place an effective mechanism and procedure to resolve privacy complaints. We will ensure that all complaints are dealt with in a reasonably appropriate timeframe so that any decision (if any decision is required to be made) is made expeditiously and in a manner that does not compromise the integrity or quality of any such decision.

10.2 Contacting Emmanuel College regarding complaints

If you have any concerns or complaints about the manner in which we have collected, used or disclosed and stored your Personal Information or Personal Data, please contact us:

Telephone: +61 7 3871 9100

Email: privacy@emmanuel.uq.edu.au

Address: Sir William MacGregor Drive, St Lucia, QLD 4067

Please mark your correspondence to the attention of the Privacy Officer.

10.3 **Steps we take to resolve a complaint**

In order to resolve a complaint, we:

- (a) will liaise with you to identify and define the nature and cause of the complaint;
- (b) may request that you provide the details of the complaint in writing;
- (c) will keep you informed of the likely time within which we will respond to your complaint; and
- (d) will inform you of the legislative basis (if any) of our decision in resolving such complaint.

10.4 **Register of complaints**

We will keep a record of the complaint and any action taken in a Register of Complaints.

11. **Consent, modifications and updates**

11.1 **Interaction of this Policy with contracts**

This Privacy Policy is a compliance document prescribed by law rather than a legal contract between two or more persons. However, certain contracts may incorporate all, or part, of this Privacy Policy into the terms of that contract. In such instances, Emmanuel College may incorporate the terms of this policy such that:

- (a) certain sections or paragraphs in this policy are incorporated into that contract, but in such a way that they do not give rise to contractual obligations onto Emmanuel College, but do create contractual obligations on the other party to the contract; and
- (b) the consents provided in this policy become contractual terms provided by the other party to the contract.

11.2 **Acknowledgement**

By using our website, purchasing a product or service from Emmanuel College, where you have been provided with a copy of our Privacy Policy or had a copy of our Privacy Policy reasonably available to you, you are acknowledging and agreeing:

- (a) to provide the consents given by you in this Privacy Policy; and
- (b) that you have been informed of all of the matters in this Privacy Policy.

11.3 **Modifications and updates**

We reserve the right to modify our Privacy Policy as our business needs require. We will take reasonable steps to notify you of such changes (whether by direct communication or by posting a notice on our website). If you do not agree to our continued use of your Personal Information or Personal Data due to the changes in our Privacy Policy, please cease providing us with your Personal Information or Personal Data and contact us via the details set out at the top of this document.

12. GDPR

12.1 Definitions

In providing our products and services, or collecting and using your Personal Data, we are required to comply with the GDPR where you are a European Union resident or a United Kingdom resident.

The following defined terms have the associated meanings:

- (a) **“Data Subject”** has the meaning attributed to that term in the GDPR.
- (b) **“GDPR”**, when used in the context of European Union residents, means Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of Personal Data and on the free movement of such data, and repealing Directive 95/46/EC and when used in the context of United Kingdom residents, means the UK General Data Protection Regulation as implemented by the Data Protection Act 2018; and
- (c) **“Personal Data”** means the Personal Data (having the meaning attributed to that term in the GDPR) of the Data Subjects whose data is processed for the purposes of the provision of our retail services.

12.2 GDPR Obligations

If you are a resident of the European Union or the United Kingdom for the purposes of the GDPR, then in addition to what is set out in **Sections** Error! Reference source not found. - 11 above, the following applies to you.

Under the GDPR, Emmanuel College is considered a “data controller” in the provision of its services to you, and as such determines the purposes and means for processing of personal data.

In addition to your rights of access and correction as set out above, as a Data Subject you may:

- (a) **(access)** request access to your Personal Data held by Emmanuel College;
- (b) **(rectification)** request to update or rectify any of the Personal Data that we hold about you by contacting us at the details specified above and request Personal Data updates;
- (c) **(erasure)** withdraw your consent to Emmanuel College’s use of your Personal Data as described in this policy by deletion or erasure of your Personal Data that we hold where that data is no longer required for the purpose for which it was collected;
- (d) **(restriction on processing)** obtain from Emmanuel College a restriction on processing of your Personal Data where:
 - (1) accuracy of the Personal Data is contested;
 - (2) the processing by the processor is unlawful (and you oppose erasure but request restriction of use);
 - (3) Emmanuel College no longer needs your Personal Data; or

- (4) you have objected to processing pursuant to your right to object under Article 21(1) of the GDPR;
- (e) **(data portability)** request that Emmanuel College:
 - (1) provides you with a copy of the Personal Data that Emmanuel College holds about you in a portable and machine readable form; or
 - (2) share your Personal Data with a nominated third party.

12.3 **Exercising Data Subject rights**

If you wish to exercise any of your Data Subject rights, then please send your request in writing to the details above in section 10.

We will process your request promptly and in any event, within one month of receipt of receiving it.

12.4 **Complaints**

If you have any concerns in relation to Emmanuel College's collection or processing of your Personal Data, then you also have a right to complain to a supervisory authority (within the meaning of the GDPR).