PRIVACY POLICY

About the UniSC Student Guild

The University of the Sunshine Coast Student Guild ('the Guild') is the independent student-led body supporting University of the Sunshine Coast ('UniSC', or 'the University') Students. We aspire to strengthen student belonging, amplify student voice and support students through strong advocacy, practical support and meaningful connections. As an organisational committed to providing the best possible support for UniSC students, the Guild is committed to protecting your personal information.

Our ABN is 99 377 891 320 and website address is https://www.uniscstudentguild.com.au/

About this document

This Privacy Policy provides information about how the Guild manages the personal information it collects, including personal information collected through our website.

What is 'Personal Information'

Personal information includes a broad range of information, or an opinion, that could identify an individual. What is personal information will vary, depending on whether a person can be identified or is reasonably identifiable in the circumstances.

For example, personal information may include:

- an individual's name, signature, address, phone number or date of birth
- sensitive information (see below)
- credit information
- employee record information
- photographs
- internet protocol (IP) addresses
- location information from a mobile device (because it can reveal user activity patterns and habits).

Sensitive information is personal information that includes information or an opinion about an individual's:

- racial or ethnic origin
- political opinions or associations
- religious or philosophical beliefs
- trade union membership or associations
- sexual orientation or practices
- criminal record
- health or genetic information

Generally, sensitive information requires a higher level of privacy protection than other personal information.

Types of personal information we collect and hold

The types of personal information we collect and hold about you may differ depending on how you engage with the Guild. Typically, the kinds of information we collect will include your name, student number (if you are a student) and email address. In some circumstances and for some kinds of engagements, additional information may be collected, such as your:

- date of birth;
- mailing and residential address;
- gender;
- nationality, visa status and/or country of birth or residence;
- telephone numbers;
- information about your qualifications and programs of study;
- information about your interests and hobbies;
- government related identifiers, such as tax file numbers, Centrelink reference numbers or drivers license numbers;
- financial information related to financial hardship and bankruptcy; and
- other personal information which is required to provide support to you.

In most circumstances, we will only obtain your personal information from you directly, although in some instances we may receive some information about you from a third-party, such as UniSC for the purposes of providing services to you.

When we collect your personal information from you, we will do so clearly and transparently.

How we use and disclose personal information

Any personal information that we collect will only be used and disclosed for the purpose(s) for which it was provided to us. For example, we may collect your email address in order to provide you with a Foodbank package and then use this email address to advise you when the package is ready for collection, or you may be asked to provide your personal information when seeking an elected position.

Personal information may need to be disclosed to external service providers engaged by the Guild in order for those service providers to fulfil their service obligations to us. For example:

- with your permission, we may contact UniSC about concerns you have raised as part of our advocacy work;
- when you register to participate in an election conducted by the Guild, we may need to provide your personal information to UniSC to confirm you are an enrolled student and eligible to nominate and vote in that election; or
- service providers that assist the Guild in delivering events may need to be provided with a guest list including individual's names.

Where personal information is disclosed to an external party, the Guild will take steps to ensure that the external party treats such information confidentially and only for the provided purpose.

Email Communications

If you have agreed to receive email communications from us, for example through a contact form on our website, we may also use your contact details to send you newsletters, emails promoting Guild support or invitations to Guild events which may be of interest to you. You can always opt out of receiving such materials by contacting us at studentguild@usc.edu.au. Upon receiving such a request, the Guild will remove your contact details from our distribution lists.

Accessing and Correcting Personal Information

You may request us to provide you with access to personal information we hold about you. In most cases, we will provide you with complete access to your personal information. However, we may refuse access in certain situations where such a refusal is justifiable under the Australian Privacy Principles. If we refuse to give you access, we will always provide you with reasons for our refusal.

If any personal information we hold about you is not accurate, complete or up to date, please let us know and we can update the information for you.

Personal Information Security

We may store your personal information in computer systems, electronic databases, digital records or hard copy paper files. Regardless of the storage location, the Guild is committed to keeping your data secure, and we will take all reasonable precautions to protect your information from loss, misuse or alteration. We rely on both technical and organisational measures to protect your personal information.

The Guild partially shares a technology environment with UniSC and as such, there are rare cases in which UniSC's technical staff may be able to access information held by the Guild. For more information about how UniSC handles personal information, you can access UniSC's Privacy Policy here.

What if you have a privacy complaint?

If you think we have not handled your personal information correctly, you can contact us by emailing studentguild@usc.edu.au. If you make a complaint, our Operations Manager will investigate your concerns and provide you with a response in writing within 28 Working Days, unless there is a valid justification for requiring additional time to investigate.

Changes to Our Privacy Policy

From time to time, it may be necessary for us to revise our privacy policy. We reserve the right to change our privacy policy at any time without prior notice. We will notify you of the changes by posting an updated version of the policy on our website.