

## Privacy Policy

### POLICY PURPOSE

UTS College is committed to maintaining the privacy of all individuals who we deal with. This Policy sets out how UTS College collects, secures, uses, handles and discloses your personal information.

Your interaction with UTS College, use of any of our services and use of [utscollege.edu.au](http://utscollege.edu.au) or any other website through which you communicate with us (including through UTS College social media profiles) indicates that you accept this Privacy Policy, and consent to our collection and use of your personal information (including sensitive information) according to the terms of this Policy.

### SCOPE

This Policy applies to UTS College and any individuals that UTS College collects personal information about.

**DEFINITIONS** are set out at the end of this policy.

### POLICY PRINCIPLES

#### OVERVIEW

1. UTS College collects, holds, uses and discloses personal information to perform its core functions and activities, including, for example:
  - student recruitment;
  - student applications and admissions;
  - teaching and administration of education programs;
  - student administration, accommodation, welfare and academic support;
  - management of students' progression to university;
  - human resources management; and
  - business analysis and management.
2. As UTS College is a controlled entity of UTS and a pathway provider to UTS, we may disclose any personal information (including sensitive information) collected in relation to future or current students to UTS.
3. We may also collect, hold, use and disclose personal information for other purposes explained at the time of collection, or required or authorised by law.

## COLLECTION OF PERSONAL INFORMATION

### 4. Types of personal information

The type of general personal information that UTS College collects and holds about you depends on the type of dealings that you have with us. We set out here examples of your interactions and types of personal information we may collect and hold.

- **Enrol as a Student**, we may collect information including your name, address, phone numbers, date of birth, previous education, Aboriginality, country of origin, photograph, subjects, academic marks/grades, payment details, and may include special entry application details, special needs details, discipline reports, grievance reports, progress reports, special consideration applications, withdrawal details, tax file number, fees and debts; and we allocate you a student number and enrolled status and will seek to keep those details updated.
- **Contact us with an enquiry as a prospective Student**: we may collect information including your name, address, phone numbers, date of birth, previous education, Aboriginality, country of origin, subjects, academic marks/grades, and may include special entry application details and special needs details.
- **Contact us with a general enquiry**: depending on the nature of the enquiry, we may collect information about you and relating to your enquiry, usually including but not limited to, name, email address and phone numbers and details about the reason for the contact.
- **Attend an UTS College event**: we may collect your contact details, address, student number (if applicable), and any dietary and accessibility requirements.
- **Are a supplier to UTS College**: we may collect business contact address details, usually including but not limited to all forms of contact and address, billing information and information about the goods and/or services you supply.
- **Are a sponsor of UTS College scholarships**: we collect contact address details, usually including but not limited to all forms of contact and address, and information about the sponsorship.
- **Apply for a job at UTS College**: we may collect the information you include in your application for employment, including your cover letter, resume, contact details and referee reports.
- **Are an academic, or industry expert or media contact of UTS College**: we may collect relevant contact details.

Other information that UTS College may collect includes text of communications gathered in the course of our interaction with you, including where you comment within our platforms and/or otherwise interact on live-chat, social media and emails, and other information from your interactions with us online, including IP address, URL's, search histories and other associated information.

The types of sensitive information (a subset of personal information that is generally afforded a higher level of privacy protection) that UTS College may collect from you, where it is reasonably necessary for our functions or activities, may include:

- information about special needs for providing the appropriate teaching and learning environment;
- information about medical conditions in the context of exams, as part of a special consideration application or so that we can implement special exam arrangements
- identification as Aboriginal or Torres Strait Islander for scholarship applications; and
- information regarding criminal convictions in relation to working with children legislation.

#### 5. Direct Collection

UTS College collects personal information while performing its functions and activities, including when you give it directly to us, for example when you:

- contact us to ask for information, including via phone, email, live-chat and/or webforms;
- register at, or attend, events;
- apply to study with UTS College;
- enrol at UTS College; and/or
- attend any UTS College campus;
- are engaged by UTS College (e.g. as a contractor);
- apply for a job with UTS College; and/or
- interact with UTS College and/or any of our platforms (including where such platforms are hosting or managed by an authorised third party on our behalf).

#### 6. Collecting through our websites and through social media services

UTS College has its own website: [utscollege.edu.au](https://utscollege.edu.au). Please refer to the [privacy notice](#) on the website for further details on the information that is collected through our website (including on electronic forms) and through social media services. When you communicate with us through a social media service, the social media provider and its partners may collect and hold your personal information overseas.

#### 7. Collecting sensitive information

Sometimes we may need to collect sensitive information about you, for example, to enable us to provide an appropriate teaching and learning or work environment to meet the diverse abilities, needs and circumstances of our students, Staff and Affiliates and to maintain the safety of our premises, including in compliance with any of our work health and safety obligations.

#### 8. Collecting personal information for security purposes

We collect personal information through clearly visible CCTV cameras when you visit an UTS College campus and from UTS College's contracted security guards. We also collect personal information by monitoring and recording the information input or output, or other use, of UTS College's computer network and devices.

Where UTS College collects information about you from a third party, we will take reasonable steps to make you aware of the fact and circumstances of the collection.

#### 9. Indirect collection

We may collect personal information (including sensitive information) about you indirectly from third parties, including:

- direct marketing database providers;
- enquiry management providers;
- health professionals who assist us to provide accessible teaching and learning or work environments;
- UTS College's offshore liaison offices, offshore representative offices and educational providers who assist us in running our offshore education programs;
- international education agents;
- organisations that assist us to verify or supplement information collected in student application forms, including Year 12 results and ATAR rankings from the Universities Admissions Centre Pty Ltd;
- student accommodation and welfare providers;
- sponsoring organisations, including UTS in relation to student scholarship applicants; and
- organisations, government departments and/or individuals that assist us to assess, verify or supplement information provided in job applications, e.g. by providing references or conducting psychometric assessments.

#### 10. Anonymity

Where possible on request, UTS College will allow you to interact with us anonymously or using a pseudonym, e.g. if you phone our Enquiries helpline with a general question, we may be able to handle your question without taking your name.

However, for most of our functions and activities we need your name and contact information and enough information about the particular matter to enable us to handle your enquiry, application, request or complaint.

**PURPOSES FOR WHICH WE HOLD, USE AND DISCLOSE PERSONAL INFORMATION**

11. The purposes for which we hold, use and disclose and process information include:

- conducting our business which includes performing our functions and activities;
- maintaining the safety and security of our operations (e.g. electronic and other security monitoring, maintaining management records);
- maintaining public health and safety operations on our campuses (e.g. work health and safety management, contact tracing, and related disclosures);
- where you have consented, to communicate:
  - information, blogs or surveys about UTS College including its course offerings, services, activities, facilities, benefits, news and events
  - information about our functions generally, and/or third party services that may be of interest to you;
- for our internal administrative, research, planning, marketing and development purposes; and
- for our regulatory and legal compliance.

12. We may also disclose personal information to third party technology partners, including but not limited to Facebook and Google and other marketing service providers.

13. UTS College also uses a number of service providers to whom we disclose personal information, including UTS College's enquiry management providers to whom UTS College may disclose enrolled students' personal information for the purpose of determining which students they assisted, and hence the fees payable for their services.

14. UTS College recruits international students, Staff and Affiliates, and operates in overseas jurisdictions, including the People’s Republic of China, India, Indonesia, Myanmar, South Korea, Sri Lanka and Vietnam, and any other countries referred to [here](#) as updated from time to time. Common situations in which we disclose information (including sensitive information) overseas and to third parties including those listed below.

- UTS.
- Other education providers involved with UTS College, to perform our core functions and activities where UTS College operates in overseas jurisdictions.
- Government, regulatory and professional bodies, to fulfil UTS College’s legal and regulatory obligations.
- Migration agents, if students are applying for a visa.
- Financial institutions for payment processing.
- Universities and the Universities Admissions Centre Pty Limited.
- Students’ sponsoring organisations (including in connection with the student’s application, whereabouts, current enrolment status, academic record and whether they progress to UTS).
- education agents (including in connection with a student’s application, whereabouts, current or prospective enrolment status, attendance record, confirmation of term/semester completion and whether they progress to UTS).
- Students; emergency contacts (including in connection with their whereabouts or safety).

#### **STORAGE AND SECURITY OF PERSONAL INFORMATION**

15. UTS College takes steps to protect the security of the personal information we hold from both internal and external threats by:

- regularly assessing the risk of misuse, interference, loss, and unauthorised access, modification or disclosure of that information;
- taking measures to address those risks, e.g. using information security technologies and maintaining secure access to our offices; and
- implementing workplace policies to support information security, e.g. the ITDS Security Policy, Information Classification Policy and the Records Retention and Destruction Policy.

16. In some circumstances, UTS College may store personal information securely in systems (including a customer relationship management (CRM) systems) maintained by an authorised third party on behalf of UTS College. Where we do so, we will take reasonable steps to ensure the information provided remains secure (including as set out above).

## ACCESSING AND CORRECTING PERSONAL INFORMATION

17. You have the right to ask for access to personal information that UTS College holds about you, and to ask that we correct or update that personal information. Staff and Affiliates can ask for access or correction by emailing [People@utscollege.edu.au](mailto:People@utscollege.edu.au). Prospective, current or past students, or other individuals can write to or email the Privacy Officer, using the contact details at the end of this policy.

18. UTS College will ask you to verify your identity before we give you access to your personal information or correct it, and we will try to make the process as simple as possible. UTS College will respond to access or correction requests within 30 days. We may charge a fee to cover our reasonable costs of locating and providing your personal information.

19. If you ask, we will ordinarily give you access to your personal information and take reasonable steps to correct it if we consider it is incorrect, unless there is a law that requires us not to. If we refuse to give you access to, or correct, your personal information, we will notify you in writing setting out the reasons.

20. If we make a correction and we have disclosed the incorrect personal information to others, you can ask us to tell them about the correction. We will do so unless there is a valid reason not to.

## HOW TO MAKE A COMPLAINT

21. If you wish to complain to us about how UTS College has handled your personal information, please email or write to the Privacy Officer, using the contact details at the end of this policy. Please provide details of the date, time and circumstances of the complaint, and a proposal on how best to resolve the complaint.

22. The Privacy Officer will normally acknowledge receipt of your complaint within five business days, then complete an investigation and respond to your complaint within 30 days. UTS College will determine what (if any action) we should take to resolve the complaint. If the matter is complex and the investigation will take longer, the Privacy Officer will write to let you know, with an estimate of when UTS College expects to be able to respond.

23. If you are not satisfied with UTS College's response you may refer your complaint to the [Office of the Australian Information Commissioner](#) (Telephone: 1800 472 679) or the [Office of the NSW Information and Privacy Commission](#) (Telephone: 1300 363 992).

## HOW TO CONTACT UTS COLLEGE

24. UTS College's contact details for privacy queries are:

**Email:** [privacy@utscollege.edu.au](mailto:privacy@utscollege.edu.au)

**Telephone:** +61 2 9218 8600

**Post:** Privacy Officer, Insearch Limited, PO Box K1085, Haymarket NSW 1240, Australia.

#### **CHANGES TO THIS POLICY**

25. UTS College may amend this Policy from time to time. The current version will be posted on [utscollege.edu.au](http://utscollege.edu.au) and a copy may be obtained free of charge from the UTS College Privacy Officer.

#### **DEFINITIONS**

Affiliates	Insearch Limited Board members, honorary appointees, contractors, labour hire personnel, volunteers, agency staff and any other person appointed or engaged by UTS College to perform work or functions for UTS College.
Executive	The Executive Team of UTS College.
Personal information	Information or an opinion about an identified individual, or an individual who is reasonably identifiable: <ul style="list-style-type: none"> <li>▪ whether the information or opinion is true or not; and</li> <li>▪ whether the information or opinion is recorded in any format or not.</li> </ul>
Sensitive information	Sensitive information includes, for example: <ol style="list-style-type: none"> <li>a) information or an opinion about an individual's: <ol style="list-style-type: none"> <li>i. racial or ethnic origin; or</li> <li>ii. political opinions; or</li> <li>iii. membership of a political association; or</li> <li>iv. religious beliefs or affiliations; or</li> <li>v. philosophical beliefs; or</li> <li>vi. membership of a professional or trade association; or</li> <li>vii. membership of a trade union; or</li> <li>viii. sexual orientation or practices; or</li> <li>ix. criminal record; or</li> <li>x. bank or credit card information;</li> </ol> that is also personal information; or </li> <li>b) health information about an individual.</li> </ol>
Sponsoring	a student's sponsor or an organisation which manages a sponsorship on



Organisations	behalf of a sponsor
Staff	People employed to work on an ongoing, fixed term, sessional or casual basis under the terms and conditions of an employment agreement (contract) issued by UTS College.
UTS	University of Technology Sydney
UTS College	Insearch Limited and its subsidiaries.

**ADMIN USE ONLY**

APPROVAL		
Signature:		
Position title:	<b>Managing Director</b>	Date:
Policy Title	Privacy Policy	
Executive	CFO/Company Secretary	
Manager	Head of Finance and Governance	
Policy ID	PO/GOV/02/21	
Effective Date		
<b>Endorsed by</b>	<b>Executive</b>	<b>Date</b>