

UQ College (UQC)

Policy and Procedure

Reference:	Governance and Management
Title:	GM1.1.01 Privacy Policy and Procedure
Custodian:	CEO
Reviewer:	Senior Manager Corporate Services
Date Approved:	10 February 2023
Review Date:	10 February 2024
Audience:	UQC Staff, Students and Community
Associated Policies:	SS1.1.06 UQC Complaints and Appeals Policy
Version:	2.0

Purpose and Scope

The Privacy Policy implemented by UQ College Ltd extends to and covers all operations and functions of the organisation. The objective of the Privacy Policy is to ensure that a sound privacy foundation and framework is established and maintained by UQ College Ltd and the College complies with the requirements of the *Privacy Act 1988* (Cth) and all applicable privacy laws. The rules and regulations under the *Privacy Act* are known as the Australian Privacy Principles or the APP. Further Privacy training is covered in UQ College Ltd Induction Training Program that all employees complete as part of induction.

All management, employees, students, prospective students, contractors, sub-contractors, vendors, service providers, customers, agents or any other third parties that have access to and/or utilise personal information collected and/or held by UQ College Ltd must abide by this Privacy Policy.

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Process and Key Controls

UQ College Ltd (UQC) is committed to the objectives of the *Privacy Act 1988 (Cth)*. This policy is based on the following principles:

- UQC supports responsible and transparent handling of personal information;
- UQC respects an individual's right to know how his or her personal information will be collected, used, disclosed, stored and disposed of; and
- adequate privacy protection is a necessary condition for UQC to participate in e-communications and e-transactions.

1. Policy

1.1 Ownership of Personal Information

All personal information collected, held or shared by UQC must be done so in accordance with this Privacy Policy. UQC retains the right to take reasonable steps to ensure that its Privacy Policy is properly adhered to.

In every business unit or function of UQC where personal information is collected, the person to whom the information is given, or the application is addressed, is responsible for ensuring compliance with this Privacy Policy.

It is the responsibility of all employees and other relevant parties to ensure that they understand and adhere to the Privacy Policy implemented by UQC and that they maintain up-to-date knowledge of changes or any new privacy policies and procedures.

Ignorance of the existence of any privacy policies and procedures will not be an acceptable excuse for non-compliance.

1.2 Contractual Arrangements

UQC will ensure that all contractual arrangements with third parties adequately address privacy issues.

1.3 Availability of Privacy Policy

UQC will ensure that a copy of the Privacy Policy is available to all job applicants and students and prospective students and customers if requested.

1.4 Collection of Information

Collection of personal information by UQC will be reasonable, lawful and not intrusive. A person from whom personal information is requested must be told:

- the College's name (if external to the College)
- the purpose of collection
- that they can get access to their personal information in order to check its accuracy; and
- what will be done with the information.

1.5 Use and Disclosure

UQC will only use or disclose information for the purpose for which it was collected unless the person has consented, or the secondary purpose is related to the primary purpose and a person would reasonably expect such use or disclosure, or the use is for direct marketing in specified circumstances and with the permission of the person, or in circumstances related to regulatory requirements, public interest such as law enforcement and public or individual health and safety.

1.6 Data Security

UQC will take all reasonable steps to protect the personal information it holds from misuse and loss and from unauthorised access, modification or disclosure.

1.7 Access to Personal Information

Any person who has provided personal information to UQC for whatever reason may gain access to that information by contacting the UQC Privacy Officer or their delegate.

1.8 Complaints Procedure

Any complaints or requests for information regarding privacy must be handled in accordance with the following procedure:

- **Contact the UQC Privacy Officer** (Senior Manager Corporate Services) - The Privacy Officer will handle any complaints and explain the procedure involved.
- **Confidentiality** – Any complaint will be dealt with in the strictest of confidence.
- **Outside Assistance** – Whilst the College will make every effort to resolve any complaint within the organisation, any person who feels their privacy has been breached has the right to take the complaint to the Privacy Commission.

2. Confidential Information

2.1 Confidential College Information

Confidential College information is considered UQC property and may be used or disclosed only with proper authorisation and only in the exercise of an employee's duties.

UQC will keep the amount of information it considers confidential to a minimum. However, it has the right to protect certain types of information especially that which might jeopardise UQC's students, prospective students, clients and suppliers, give competitors advantages and harm College investors and employees.

Each employee must protect confidential information to which he or she has authorised access, or to which he or she gains inadvertent access. Access, in itself, never confers the privilege of disclosing the information.

The protection of confidential UQC information extends to confidential information of all employees, suppliers and clients of UQC.

Confidential information includes, but is not limited to:

- all information regarding our students, prospective students, clients and those of businesses related to UQC
- business methods and marketing strategies
- financial affairs and accounting methods
- supplier and client lists, and client agreements
- client information and other personal information
- products, components of products, pricing policies and costing
- manuals, procedures, maintenance scheduling, training materials and computer programming information
- research and development
- budgets and strategies; or
- any information that could reasonably be assumed to amount to confidential information.

3. Right to Information

3.1 Right to Information

UQC makes a variety of information and documents available to its immediate clients, its students and staff, as part of normal administrative processes. To the extent practicable, UQC will provide access to information and to documents without recourse to the *Right to Information Act 2009* or the *Information Privacy Act 2009*.

In some of its activities, particularly in its dealings with staff and students, and in relation to business or commercial negotiations and research, UQC comes into possession of confidential information. The CEO and Privacy Officer will determine whether confidential information can be released without recourse to the *Right to Information Act 2009* or the *Information Privacy Act 2009*.

Staff and students are permitted access to a copy of their staff or student file that UQC does not consider to be confidential or otherwise exempt under the *Right to Information Act 2009* or the *Information Privacy Act 2009*.

3.2 Amendment of Personal Information

The *Information Privacy Act 2009* provides a mechanism for individuals who have had access to documents containing information relating to their personal information to apply for amendment of that information, through alteration or the addition of an appropriate notation, if the information is inaccurate, incomplete, out of date or misleading.

UQC supports the concept that decisions about a person should be based on accurate and complete information. UQC policy is to ensure all records are accurate and will give due consideration to any request to amend personal information held on its files. However, a person who is dissatisfied with these informal procedures will have recourse to the provisions of the *Information Privacy Act 2009*.

4.2 Policy on Charging

A person applying under the *Information Privacy Act 2009* for access to documents which contain his or her personal information is not required to pay an application fee.

4.3 External Review

An applicant who is dissatisfied with UQC's decision either at the initial decision stage or on an internal review may seek a review of that decision through the Office of the Australian Information Commissioner. The Information Commissioner is an independent body set up to review the *Right to Information and Privacy* decisions of all government agencies and public authorities.

Reference List

Contacts

UQ College Student Information

Description General enquiries

Contact Details +61 7 3346 6770

info@uqcollege.uq.edu.au

Sir Llew Edwards Building (#14), The University of Queensland, St Lucia QLD 4072

UQ College Privacy Officer

Officer Senior Manager Corporate Services

Description Confidential enquiries requiring privacy matters

Contact Details +61 7 3346 6770

hr@uqcollege.uq.edu.au

Sir Llew Edwards Building (#14), The University of Queensland, St Lucia QLD 4072

Queensland Ombudsman

Description Contact details for students to appeal decisions once the UQC appeals processes have been exhausted

Contact Details +61 7 3005 7000

Level 18, 53 Albert Street, Brisbane QLD 4000

GPO Box 3314, Brisbane QLD 4001

ombudsman.qld.gov.au/about-us/contact-us/enquiries-and-feedback

Document History

Version	Summary of changes	Author	Action date
1.0	Approved Privacy Policy and Procedure	Manager Business Development	11 January 2019
2.0	Policy update	Senior Manager Corporate Services	10 February 2023