

Privacy

1. Purpose

- 1) UQ College Ltd (UQ College) is committed to protecting the privacy of individuals and managing personal information in a fair, transparent and lawful manner.
- 2) This policy explains how UQ College collects, holds, uses and discloses personal information and how individuals may access or correct their personal information or make a privacy complaint.

2. Legislative Framework

- 3) The [Privacy Act 1988](#) (Cth) (the Act) applies to UQ College.
- 4) UQ College is committed to complying with the [Australian Privacy Principles](#) (APPs) contained in the Act.
- 5) This policy has been developed to meet UQ College's obligations under the Act and to reflect contemporary expectations for the handling of personal information in the education sector.

3. Scope

- 6) This policy applies to:
 - a. all UQ College staff, officers, contractors and volunteers; and
 - b. all personal information collected, held, used or disclosed by UQ College while delivering its programs and services.

4. Personal information

- 7) **Personal information** has the meaning given in the Act and means information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information is true or not and whether it is recorded in a material form or not.
- 8) **Sensitive information** has the meaning given in the Act.

5. Collection of personal information

- 9) College collects personal information only where it is reasonably necessary for one or more of its functions or activities.

DOCUMENT NAME	Privacy Policy		
CONTENT OWNER	Chief Executive Officer	DOCUMENT AUTHOR	Associate Director, Student and Corporate Services
DATE PUBLISHED	17/04/2026	VERSION	1.1
		REVIEW DUE DATE	17/04/2027

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- 10) Personal information collected by UQ College may include (but is not limited to):
 - a. names and contact details,
 - b. date of birth, citizenship and visa information,
 - c. academic history and admissions information,
 - d. enrolment, progression and attendance records,
 - e. information required to provide student support services, and
 - f. information required to meet legal, regulatory and reporting obligations.
- 11) Where practicable, UQ College collects personal information directly from the individual concerned.

6. Notification at time of collection

- 12) At or before the time personal information is collected, UQ College takes reasonable steps to notify individuals of:
 - a. the identity and contact details of UQ College,
 - b. the purposes for which the information is collected,
 - c. the consequences if the information is not provided,
 - d. the entities, or types of entities, to which the information is usually disclosed,
 - e. whether personal information may be disclosed overseas, and
 - f. how to access, correct or complain about the handling of personal information.
- 13) Notification is generally provided through privacy collection notices, application forms, enrolment documentation and online systems.

7. Use and disclosure of personal information

- 14) UQ College uses and discloses personal information only for the purpose for which it was collected, or for a related purpose that a reasonable person would expect, unless:
 - a. the individual has consented; or
 - b. the use or disclosure is required or authorised by law.
- 15) UQ College does not use personal information for direct marketing unless permitted by the [Australian Privacy Principles](#).

8. Disclosure to The University of Queensland

- 16) UQ College may disclose personal information to **The University of Queensland (UQ)** as a separate legal entity for purposes related to pathway education and student progression, including:
 - a. assessing applications,
 - b. enrolment and student record administration,

- c. academic administration and reporting, and
 - d. facilitating student transition and support.
- 17) Individuals are informed of this disclosure through application and enrolment documentation.

9. Disclosure to registered education agents

- 18) UQ College may disclose personal information to **registered education agents** appointed by UQ College to assist with:
- a. marketing and promotion of programs,
 - b. student recruitment,
 - c. application and admissions processes, and
 - d. enrolment support.
- 19) Education agents act under written agreements that require them to handle personal information in accordance with applicable privacy and confidentiality obligations.
- 20) Where education agents are located outside Australia, UQ College takes reasonable steps to ensure that overseas disclosures comply with the Australian Privacy Principles.

10. Disclosure to third parties or government bodies

- 21) UQ College may disclose personal information to:
- a. Australian Government or State or Territory authorities where required or authorised by law (including for visa, regulatory, funding and compliance purposes); and
 - b. third-party service providers who assist UQ College in delivering its services, subject to appropriate privacy and confidentiality arrangements.

11. Information lifecycle management

- 22) UQ College manages personal information across its lifecycle, including collection, use, disclosure, storage, retention and disposal.
- 23) Personal information is retained only for as long as necessary to fulfil lawful and operational purposes and is securely destroyed or de-identified when it is no longer required, unless retention is required by law.

12. Information security

- 24) UQ College takes reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification or disclosure.

- 25) Safeguards may include administrative, technical and physical measures appropriate to the sensitivity of the information and the risks associated with its handling.

13. Access to and correction of personal information

- 26) Individuals may request access to, or correction of, personal information held by UQ College.
- 27) Requests are handled in accordance with the Act. UQ College may refuse access or correction where permitted by law.

14. Privacy complaints

- 28) If an individual believes that UQ College has breached the [Australian Privacy Principles](#) or this policy, they may make a privacy complaint.
- 29) Complaints should be submitted in writing. UQ College will investigate complaints and respond within a reasonable timeframe.
- 30) If an individual is not satisfied with UQ College's response, they may lodge a complaint with the [Office of the Australian Information Commissioner \(OAIC\)](#).

15. Review and updates

- 31) This policy is reviewed regularly and updated as required to ensure continued compliance with the Act and evolving best practice.

16. Definitions

Term	Definition
Access	The right of an individual to view or obtain a copy of personal information held about them by UQ College, subject to any applicable exceptions under law.
Consent	A voluntary, informed, current and specific agreement by an individual to the collection, use or disclosure of their personal information.
Controlled Entity	An entity controlled by The University of Queensland within the meaning of the University of Queensland Act 1998 (Qld), including UQ College Ltd.
Disclosure	The release or provision of personal information by UQ College to another entity or person, where UQ College does not retain control over who may subsequently access the information.

Term	Definition
Education Agent	A third party appointed by UQ College under a written agreement to promote programs, recruit prospective students, assist with applications, or support enrolment processes on behalf of UQ College.
Personal Information	Information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information or opinion is true or not and whether recorded in a material form or not, as defined in the Privacy Act 1988 (Cth).
Privacy Complaint	A complaint made by an individual alleging that UQ College has failed to comply with its obligations under this policy or applicable privacy legislation.
Privacy Policy	This UQ College Privacy Policy, as amended from time to time.
Service Provider	A third party engaged by UQ College to perform services or functions on its behalf, which may involve handling personal information under contractual privacy and confidentiality obligations.
Student	A person who is enrolled, or seeking to enrol, in a course or program delivered by or through UQ College.
The University of Queensland (UQ)	The University of Queensland established under the University of Queensland Act 1998 (Qld).
Use	The handling or dealing with personal information by UQ College within the organisation, including accessing or transferring information internally.

17. Associated information

Legislation

- [Privacy Act 1988](#) (Cth)

Website links

- [Australian Privacy Principles](#)

18. Document history

Version	Summary of changes	Author	Action date
1.0	New policy created	Kellie Brady	16 April 2026
1.1	Update made to correct legislation references	Kellie Brady	24 April 2026