

# Privacy Policy

The University of Queensland Union respects your privacy and is committed to conforming to Australia's National Privacy Principles contained in the *Privacy Policy Act 1988* (Cth). This Policy outline how we will collect, use, disclose, store and dispose of your personal information, in electronic form. In the event that there is inconsistency between the Policy and legislation, this Policy shall be interpreted to give effect to and comply with legislative requirements.

## Collection and use

- We collect information from you when you register on our site, subscribe to our newsletter, respond to a survey or fill out a form.
- When ordering or registering on our site, as appropriate, you may be asked to enter your: name, email address, mailing address or phone number. You may, however, visit our site anonymously or using a pseudonym.
- Queensland University Union will only store information that is of direct commercial interest to the company.
- This information is collected for the purposes of providing the services purchased by the customer.
- We will always use fair and lawful ways to collect personal information.
- Individuals can contact administration to amend or update their personal information.
- Reasonable steps will be taken to ensure personal information is relevant, accurate and current.

## What will we use your information for?

Any of the information we collect from you may be used in one of the following ways:

- To personalise your experience (your information helps us to better respond to your individual needs)
- To improve our website (we continually strive to improve our website offerings based on the information and feedback we receive from you)
- To improve customer services (your information helps us to more effectively respond to your customer service requests and support needs)
- To administer a contest, promotion, survey or other site feature
- To send periodic emails
- The email address you provide for order processing, will only be used to send you information and updates pertaining to your order.
- If at any time you would like to unsubscribe from receiving future emails, we include detailed unsubscribe instructions at the bottom of each email.

## Storage and security

- We will take reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure.
- Access to personal information is restricted to authorised University of Queensland Union personnel only.

### **Passing of information to third parties**

- University of Queensland Union will not pass any information of a sensitive, confidential or personal nature to a third party unless that subscriber consents to us doing so.
- This does not include trusted third parties who assist us in operating our website, conducting our business, or servicing you, so long as those parties agree to keep this information confidential.
- There may be situations where we may be required to disclose personal information to law enforcement agencies or government agencies without your consent. In such rare occasions, we will only do so in accordance with the Privacy Act or any other relevant Australian legislation.
- Private information will not be disclosed to overseas recipients.

### **Linked websites**

To the extent that the website contains links to sites operated by third parties and not related to University of Queensland Union services, these linked websites are not controlled by University of Queensland Union and we are not responsible for the privacy practices of these companies

### **Online privacy policy only**

This online Privacy Policy applies only to information collected through our website and not to information collected offline.

### **Your consent**

By using our site, you consent to our website privacy policy.

### **Changes to our Privacy Policy**

If we decide to change our Privacy Policy, we will post those changes on this page.

### **Queries or complaints**

Any queries or complaints regarding this Privacy Policy or its implementation should be emailed directly to [marketing@uqu.com.au](mailto:marketing@uqu.com.au) or Level 4 Union Building (Bldg 21), University of Queensland, St Lucia, QLD 4072, Australia