

Privacy Policy – Appendix 1

Privacy statement for the collection of student information

Privacy legislation

(1) VU is committed to the responsible collection and handling of information relating to students. This Student Privacy Statement is intended to let you know how VU uses the information that it collects about you during the enrolment process, and also perhaps at other times during your studies. VU is subject to the provisions of the [Privacy and Data Protection Act 2014 \(Vic\)](#) and the [Health Records Act 2001 \(Vic\)](#), and where applicable the [Privacy Act 1988 \(Cth\)](#) as well as the University's [Privacy Policy](#) and [Privacy Procedure](#), in its treatment of individuals' information.

What we collect and how

(2) VU will collect information only where it is necessary in order to carry out its functions and activities. The types of information VU typically collects and holds includes, but is not limited to, information in relation to your:

- a. identity;
- b. contact details;
- c. academic performance;
- d. admission and enrolment;
- e. attendance, assessment, progression and conduct;
- f. your communications and interactions with student services;
- g. payment of fees; and
- h. any other information that VU is obliged by law to collect.

(3) VU will not collect sensitive information about you (as defined in the [Privacy and Data Protection Act 2014 \(Vic\)](#)), such as religious, political or sexual preference, unless:

- a. you consent to the collection, and the information is reasonably necessary for, or directly related to, one or more of VU's functions or activities; or
- b. the collection of the information is required or authorised by or under an Australian law.

(4) If you do not provide the information requested by VU, VU may not be able to enrol you or provide you with our services.

Why we collect the information

(5) The primary purpose for collecting the information is for managing your enrolment process and providing you with education-related activities.

(6) It is necessary for VU to collect this information in order to:

- a. manage VU's admissions and enrolment processes (ie. place your name on the student electoral roll);
- b. provide and administer approved courses, awards and qualifications;
- c. communicate with you about your course, events, activities, products, services and opportunities available to you;

- d. maintain your academic record;
- e. foster alumni relations;
- f. provide and manage student services;
- g. carry out administrative matters;
- h. improve the effectiveness and quality of learning, teaching and research;
- i. facilitate the University's internal planning and to provide programs for the health and welfare of students;
- j. confirm with Centrelink the details that you have provided and to determine whether you are receiving Centrelink benefit; and
- k. fulfil any requirements regarding Victorian and Australian government reporting and statistical obligations, including any required disclosure of your personal information to the Australian Taxation Office, the Department of Home Affairs, the Australian Government Department of Education, Skills and Employment and the Higher Education and Skills Group of the Victorian Government Department of Education and Training. The Higher Education and Skills Group may also disclose information provided to the Victorian VET Statistical Collection to its consultants, adviser, other government agencies, professional bodies and/or other organisations for planning, administration, policy development, program evaluation, resource allocation, reporting and/or research activities.

Accuracy, security and storage of information

(7) VU holds information in electronic and paper based records management systems. It takes all reasonable steps to ensure that the information it holds is accurate and complete and that it is protected from misuse, loss, unauthorized access or disclosure.

Use or disclosure of information

(8) VU will use and disclose information for the purpose for which it was collected. Additional disclosures will only be made if required and/or permitted by law, or with your consent.

(9) The following is a non-exhaustive list of examples where VU may use and disclose your information.

- a. When VU is asked to provide information for a legitimate purpose by a government department or authority, including the Department of Home Affairs, Centrelink, the Australian Taxation Office, or the Australian Government Department of Education, Skills and Employment;
- b. Assist VU in providing programs for the health and welfare of students;
- c. For the purpose of assessing an individual's entitlement to Commonwealth Assistance under the Higher Education Support Act 2003 and for the allocation of a Commonwealth Higher Education Student Support Number;
- d. In fulfilling VU's obligations to provide attendance and/or progress data to employers/sponsors or Secondary Schools where students are studying in an apprentice/trainee, and sponsored and/or other cross-sectoral learning arrangement (eg. VET in Schools, VCAL, Early Uni Pathways);
- e. To allow third parties including interstate and offshore partner organisations to administer enrolment and program delivery;

- f. To enable agents (such as IT service providers e.g RightNow Technologies Pty Ltd that host the ASKVU website) to provide services on the University's behalf. These agents are required to provide the same privacy safeguards as VU;
- g. For the purposes of ensuring academic integrity; for instance, VU may release information to third parties seeking Award verification information;
- h. When VU is asked to provide information in connection to your studies to external agencies such professional registration bodies (e.g. the Victorian Legal Services Board and the Victorian Legal Admissions Board) hospitals or government agencies;
- i. Sometimes VU enters into research funding arrangements with external bodies that have policies requiring disclosures of individual's information (e.g. the Australian Research Council requires the University to disclose information about individuals where they are alleged to have breached the Australian Code for the Responsible Conduct of Research);
- j. VU may use information in research activities to improve the quality of learning, teaching and research at VU and the education sector in general. This may involve reporting amalgamated, de-identified findings at conferences or in research publications.
- k. The disclosure is necessary to establish whether the University is covered by an insurance policy.

(10) VU will publish your results by reference to your Student Identification Number in any format or medium. It is your responsibility to keep your Student Identification Number private and not disclose it to any other person except authorised VU staff.

Direct marketing

(11) From time to time, and where appropriate, VU may use or disclose information (excluding sensitive or health information) about you for marketing purposes. Where VU engages in marketing, it will ensure that there is a simple means by which you may easily request not to be identified in marketing materials.

Access to and amendment of information

(12) As a student, you can request access to the information that VU holds about you in the following ways:

Online through ASKVU <https://askvu.vu.edu.au/> Phone the Student Contact Centre on +61 3 9919 6100

(13) In some limited circumstances, information may not be able be accessed or disclosed unless it is allowed for under the Freedom of Information Act 1982 (Vic). Further information on the University's Freedom of Information Act processes can be found at the FOI webpage at <https://www.vu.edu.au/freedom-of-information-foi>

(14) VU will take reasonable steps to ensure that the information it collects, uses and discloses is accurate, complete and up to date. To assist VU in this task and to ensure the quality and accuracy of the information that VU holds, you must update your information when your personal and enrolment details change.

Questions

(15) If you have questions about your privacy rights in relation to the collection of information please contact the University Privacy Officer at privacy.officer@vu.edu.au.