



# PRIVACY POLICY

## *University House*

University House (“the Club”) is committed to safeguarding your personal information in accordance with the *Privacy and Data Protection Act 2014 (Vic)*. The Act’s Australian Privacy Principals set out the standards of how we manage personal information of our Members, Guests and Employees.

University House

31/05/2018



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The Club’s website and material provide links to external websites or online services that are not subject to the Club’s Privacy Policy. Additionally, our third-party vendors collect and use cookies and log information to help us improve your experience *i.e. when you access a page*. They do not verify you or give access to your computer. Our third party vendors also adhere to Australian standards. You should review the privacy policy of each individual website you access and assess whether the policy of each website is satisfactory to you.

At times the Club amends its Privacy Policy to reflect changes in business or to serve you better. We will use reasonable efforts to publish any such changes made. We suggest that you return to the website on a regular basis to access our Privacy Policy.

### ***Collection of personal information***

As part of our business the Club collect and hold the following personal information from you in a number of ways including: phone; in person; via website and in writing.

The personal information we collect and/or hold from our Members, Guests and Employees can include: name, company name, date of birth, postal address, phone numbers, email address, University of Melbourne (UoM) specific details where applicable including, staff number, your employer, name of Department/Institution, position, hours, and information volunteered by you on surveys, web forms or registrations, and credit card and bank account details (protected in accordance with the *Card Industry Data Security Standard (PCI DSS)*).

The Club will also collect information from employees, former job applicants (who were not employed), contractors, volunteers, or employees of related entities (e.g. subsidiaries).

This information can include: name, date of birth, postal address, phone numbers, email address, bank account details.



### ***Use and Disclosure of information***

We will only use or disclose your personal information for the purposes for which it was collected or as consented to.

To help with managing the everyday business of the Club, we may disclose your personal information to:

- I. Facilitate Membership or visitation requirements (e.g. entry into the Register of Members which is available for public inspection by other Members)
- II. Offer products and services to you, which include but is not limited to: Management of our products and services, including charging, issuing birthday vouchers, newsletters, surveys
- III. Manage marketing and promotional activities (including by direct mail and email) including:
  - a) to assess website performance and to improve its operation
  - b) to conduct business functions including providing personal information to contractors, partner service providers or other third parties
  - c) for administrative, marketing, planning, for research and statistical purposes, and for product or service development and quality control
  - d) to provide your updated personal information to our related contractors, partners and service providers
- IV. Offer you updates, or other content or products and services that may be of interest to you
- V. Communication between reciprocal Clubs
- VI. Facilitating medical assistance in the event of a medical emergency, or to provide you with medical treatment as requested by you
- VII. Your participation in any activity or event organised by the club or a third party organisation
- VIII. Investigating and reporting information to third parties regarding any accidents or incidents that may have occurred on our premises
- IX. To provide customer service functions, including handling customer enquiries and complaints

We may also use or disclose your personal information and in doing so we are not required to seek your additional consent:

- I. If we believe that the use or disclosure is necessary to lessen or prevent a serious or imminent threat to an individual's life, health or safety or to lessen or prevent a threat to public health or safety
- II. If we have reason to suspect that unlawful activity has been, or is being, engaged in
- III. If it is required or authorised by law or formally requested by a statutory or regulatory authority



### ***How long we keep your information.***

The Club will retain information as long as necessary to manage your Membership. We may also retain information about you when you resign as a Member.

### ***Security of your information***

We keep your information secure once you have sent it to us. But you should be aware that if you choose to transmit information to us via the web (such as by ordinary unencrypted email), there may be risks associated with transmitting information via the internet.

We also store your personal information in hardcopy and softcopy. When submitting enquiries via our website please be aware we collect and store your Membership and Functions enquiry data. We also store this information on Australian based databases including Micropower, IVvy, Vectron, Mailchimp, MYOB and employee management systems Deputy and WageEasy. You should review the privacy policy of each individual website you access and assess whether the policy of each website is satisfactory to you.

### ***Use of cookies***

In addition to the collection of personal information, we also collect information from our internet visitors such as cookies including: your browser's internet address, browser type, date and time of your visit to the website, pages accessed and documents downloaded, previous site that you visited and IP address.

In order to improve our site, we utilise cookies to maintain a record of your visit. A cookie is a small amount of data that is transferred to a web browser by a web server and can only be read by the server that gave it to you. Through the use of a cookie, the Club can record pages that you visit and the information you require. Through analysis of these records, the Club provides you with an improved service when you revisit the website. This information does not identify you personally and you remain anonymous unless you have otherwise provided the Club with personal identifiable information. You may choose to disable cookies in your browser however this may impact your ability to use the website to its full capacity.

### ***Linking***

Our website contains hyperlinks to third party websites. You should be aware that if you access another website through a link we provide, you are subject to the privacy policy of that website.



### ***Social media website and applications***

In addition to the Club's website and other third-party links, we use social media websites to share information and to engage with the public. E.g. Facebook and Twitter feed listings. Our intention is to provide Members and Guests with the ability to access information and communicate on another platform.

Please be aware that privacy policies provided by social media websites may not be the same as the privacy policy described here.

Also we advise that personally identifiable information or other information you share via social media or applications may be accessible by third parties.

### ***Right to view and amend personal information***

If you wish to view, amend or update the information that is held, please contact reception on T: (03) 8344 5254 or E: [gm@unihouse.org.au](mailto:gm@unihouse.org.au)

### ***How an individual can complain about a suspected breach of privacy laws:***

If you have any concerns or questions about your privacy and confidentiality you can contact us at Reception on (03) 8344 5254 or via email at [gm@unihouse.org.au](mailto:gm@unihouse.org.au).

If you wish to make a complaint under the *Privacy and Data Protection Act 2014* about a suspected breach of privacy laws, you may lodge a complaint with the Commissioner for Privacy and Data Protection via [privacy@cpdp.vic.gov.au](mailto:privacy@cpdp.vic.gov.au) or phoning 1300 666 444.

For complaints under the Federal Privacy Act, you may lodge complaint with the Office of the Australian Information Commissioner via [www.oaic.gov.au](http://www.oaic.gov.au) or phoning 1300 363 992.