

UMSU Privacy Policy

Effective date	August 2024
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Policy Owner	CEO

1. We Respect Your Privacy

The University of Melbourne Student Union (UMSU) respects your right to privacy and this policy sets out how we collect and handle your personal information.

“Personal information” is information we hold which is reasonably identifiable as being about you.

Certain areas within UMSU have specific privacy and confidentiality requirements and these are set out in Schedules attached to this policy.

2. Scope

This policy applies to all personal information collected and/or held by UMSU.

3. The Personal Information we Collect

We may collect the following types of personal information from you:

- Name
- Date of birth
- Contact details
- enrolment information and study details
- complaint details
- club memberships

In some circumstances, we may also collect sensitive information from you when necessary and only with your consent. Sensitive information is a subset of personal information. Sensitive information we may collect about you includes information about your:

- racial or ethnic origin
- gender identity
- health information
- political opinions
- membership of a political association
- religious beliefs or affiliations
- philosophical beliefs
- membership of a professional trade association
- membership of a trade union
- sexual orientation or practices.

4. How we Collect your Personal Information

We collect personal information directly from you in a variety of ways, including when you:

- join UMSU as a member, volunteer, employee or elected representative;
- access an UMSU service such as Advocacy, Legal, or the Rowden White Library;
- register for UMSU events, or sign petitions affiliated with UMSU
- interact with us electronically via email;
- access our website; and
- make a complaint.

We may also receive your information from third parties. For example:

- when you join and UMSU-affiliated club or society; or
- per the UMSU Resolution of Complaints Procedure: when the University of Melbourne conducts an investigation and provides an investigation report to UMSU in relation to substantially the same concern, UMSU may rely on the University of Melbourne's report rather than conducting a separate investigation.

5. Use of your Personal Information

We use your information to provide services to you. We also use it to improve our services and to notify you of opportunities that we think you might be interested in. We will always offer you the opportunity to opt out of receiving such notifications.

We do not disclose your personal information to third parties unless permitted to, either by you (consent) or by privacy or other laws. Sometimes, we may be required by law to disclose personal information about you to third parties, such as if we are served with a subpoena to produce documents to a court.

6. Security of your Personal Information

We take all reasonable steps to ensure that personal information is protected from misuse and loss, unauthorized access, interference, unauthorized modification or disclosure. UMSU stores personal information securely using local and cloud-based servers, and third-party platforms such as record-management systems. In the case of hard-copy information, this is held in secure on-site storage.

7. Access to your Personal Information

You have the right to access your personal information. You can access and update your personal information by contacting us at 'ceo@union.unimelb.edu.au'. We may charge a reasonable administration fee for this access.

8. Anonymity

Generally, UMSU needs to collect your information in order to provide you with its services and benefits – for instance we may need to verify that you are a current student. However, in certain circumstances you may have the option to deal anonymously or by pseudonym with UMSU. If you have an issue that wish to discuss or raise anonymously, please contact UMSU by phone on (03) 8344 6966.

9. Complaints about Privacy

If you have any complaints about our privacy practices, please send details of your complaints to 'privacy@union.unimelb.edu.au'. Complaints about privacy are directed to the General Manager of UMSU or their nominee. We take complaints very seriously and will respond shortly after receiving written notice of your complaint.

10. Changes

Please be aware that we may change this Privacy Policy in the future. The revised versions will be available from our website, so please check back from time to time. We will always provide notice of at least 14 days on our website before any changes to this Policy commence.

11. Website

When you visit our website, we may collect certain information such as browser type, operating system, website visited immediately before coming to our site. This information is used in a de-identified and aggregated manner to analyse how people use our site so that we can improve our service.

Cookies

We use cookies on our website. Cookies are very small files which a website uses to identify you when you come back to the site and to store details about your use of the site. Cookies are not malicious programs that access or damage your computer. We use cookies to improve the experience of people using our website.

Third party sites

Our site has links to other websites not owned or controlled by us. We are not responsible for these sites or the consequences of you visiting those sites.