

1. Purpose

This Privacy Policy outlines how the CUC collects, uses, discloses, and manages personal information obtained from individuals who engage with services offered. The CUC is committed to safeguarding the privacy and confidentiality of all personal information in compliance with the Australian Privacy Principles (APPs) under the *Privacy Act 1988 (Cth)*.

2. Scope

This policy applies to the CUC:

- Staff,
- Students,
- Board members,
- Data collection, maintenance, and retention of personal information.

3. Policy

A. Definitions

Personal Information: Any information or opinion about an identified individual or an individual who is reasonably identifiable.

Sensitive Information: Includes information such as racial or ethnic origin, political opinions, religious beliefs, or health information.

Data Breach: An incident where personal information is lost, accessed, or disclosed without authorisation.

Third-Party Providers: Organisations or individuals engaged in formal arrangements with the CUC to provide services, support operations, or collaborate through in-kind and financial partnerships to achieve shared objectives.

B. Principles

The CUC will:

- Collect only information which the organisation requires for its primary function,
- Ensure that stakeholders are informed as to why we collect the information and how we administer the information gathered,



- Use and disclose personal information only for our primary functions or a directly related purpose, or for another purpose with the person's consent,
- Store personal information securely, protecting it from unauthorised access, and
- Provide stakeholders with access to their own information, and the right to seek its correction.

C. Collection of Information

The CUC collects and maintains a range of personal and sensitive information for the purposes of administration and governance. The CUC is committed to protecting the privacy of personal information it collects, holds, and administers.

Information is collected through various channels, including but not limited to,

- Direct interactions (e.g., meetings, phone calls, emails).
- Website usage, registration forms, and cookies.
- Surveys, events, and third-party providers.

Types of Information Collected

The CUC collects the following types of information to ensure effective service delivery and compliance with legal obligations:

1. **Personal Information**

- Full name
- Address
- Phone number
- Email address
- Emergency contact
- Gender
- Date of birth

2. **Student Enrolment Information**

- Education institution
- Course
- Subjects
- Mode of study
- Institution ID
- Unique Student Identifier (USI)

3. **Sensitive Information** (Collected with Consent or as Required by Law)

- Language or cultural background
- Citizenship status
- Status as an Indigenous Australian
- Disability status
- Health and medical information

4. **Professional and Academic Information**



- Academic history and qualifications
 - Professional certifications or licenses
 - Current and previous employment details
5. **Engagement and Participation**
- Attendance records for workshops, events, or sessions
 - Survey responses or feedback
6. **Emergency Preparedness Information**
- Allergies or dietary restrictions for event planning
 - Emergency evacuation needs or mobility considerations
7. **Parental or Guardian Information** (if applicable)
- Name and contact details of parents/guardians
 - Legal custody or guardianship documentation
8. **Media and Visual Information**
- Collection of photographs and video recordings taken during events, workshops, or other activities for operational, promotional, and archival purposes
 - Consent for use of photographs, videos, or testimonials in promotional materials

D. Use of Information

The CUC may use personal information for the following purposes:

- Providing educational services, including academic support and resources.
- Administering registrations and managing student records.
- Communicating with individuals about CUC services.
- Conducting research and statistical analysis for educational purposes
- Complying with legal and regulatory obligations.

E. Disclosure of Information

The CUC may disclose personal information to third parties in the following circumstances:

- Service providers and contractors assisting with CUC operations.
- Government authorities and regulatory bodies as required by law.
- Education providers with whom individual students are currently enrolled.
- Other centres within the CUC network.
- CUC Central Team for administrative purposes.

F. Quality of Information

The CUC is committed to ensuring that the personal information it collects is accurate, up-to-date, and complete. To achieve this, the organisation:



- Records information in a consistent and standardised format.
- Confirms the accuracy of information collected from third parties or public sources, where necessary.
- Promptly updates or adds new personal information to existing records.
- Periodically audits contact lists and other records to check their accuracy and relevance.
- Reviews the quality of personal information prior to its use or disclosure to ensure it is fit for purpose.

These measures are integral to maintaining the integrity of personal information and ensuring compliance with privacy obligations.

G. Information Management

The CUC recognises the essential right of individuals to have their information administered in ways that they would reasonably expect – protected on one hand and made accessible to them on the other. These privacy values are reflected in and supported by our core values and philosophies.

CUC is bound by laws which impose specific obligations when it comes to handling information. The organisation has adopted the following principles contained as minimum standards in relation to handling personal information.

If there is a concern regarding the mishandling of information, it is encouraged to engage the Board of Directors or Centre Manager to lodge a complaint.

H. Data Security

The CUC implements reasonable security measures to protect personal information from unauthorised access, misuse, loss, or disclosure. To protect all information the CUC have implemented measures that include:

- Advanced encryption technologies for data transmission and storage,
- Strict access controls to ensure only authorised personnel can access personal information,
- Regular security audits and updates to IT systems, and
- Physical security measures at premises to prevent unauthorised access to physical records.

In the unlikely event of a data breach, we have a comprehensive response plan aligned with the Notifiable Data Breaches scheme. This plan includes immediate actions to secure the data, assess the impact, and notify affected individuals and the Office of the Australian Information Commissioner if necessary.

I. Retention



Personal information is only retained for as long as necessary to fulfill the purposes outlined in this policy or as required by law. In most cases, data will only be retained for a period of 7 years after the person to whom the data belongs to is no longer connected to the CUC. There are exceptions to cases regarding information relating to child safety concerns and incidents.

J. Access and Correction to Information

Individuals have the right to access and request correction of their personal information held by CUC, in accordance with applicable privacy laws and the organisation's commitment to transparency and accountability. Requests for access to personal information may include obtaining details about what information is held, how it is being used, and to whom it may have been disclosed. Similarly, individuals may request corrections to ensure their personal information is accurate, complete, and up to date. All such requests should be directed to the Centre Manager as the primary point of contact. The Centre Manager will facilitate the process by verifying the requester's identity, reviewing the request, and taking appropriate action in line with this policy. Where a correction cannot be made, the individual will be informed of the reasons and their right to make a formal complaint or seek further review. This process underscores CUC's commitment to safeguarding personal information and respecting individual privacy rights.

4. Resources

- [Australian Privacy Principles](#)
- [Notifiable Data Breaches](#)
- [Privacy Act 1988 \(Cth\)](#)