

## Privacy Policy

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### 1. Purpose

This policy gives students the right to know what information UniSmarter, partners and partner institutions hold about them and a right to correct that information if it is wrong.

### 2. Application

This policy applies to students and staff of UniSmarter.

### 3. Policy Statement

UniSmarter is committed to the protection of information held about its staff and students. Such information will be managed in line with relevant legislation.

#### ***Student's personal information***

UniSmarter keeps personal information on each student including:

- Name, address, date of birth, country of residence, agents details, illnesses and health details;
- Application form and letter of offer;
- Passport, visa and contact numbers;
- Employment history (if provided by the student);
- Academic qualifications and corresponding details;
- IELTS, TOEFL and other similar scores;
- Program and unit enrolments and marks and grades achieved;
- Financial details;
- Attendance records including medical certificates supplied to support absences;

#### ***Staff personal information***

UniSmarter keeps personal information on each staff member including:

- Name, address, date of birth, contact details;
- Curriculum vitae;
- contact details of references;
- registration number, if any;
- past teaching evaluations; and
- qualification and work experience documents.

### 4. How personal information is collected

UniSmarter collects personal information from various sources, including:

- Directly from the student;
- The student accessing a secure site on the UniSmarter portal to update personal information;
- Directly from staff members;
- Directly from agents.

## 5. How personal information is used

Students information is used for:

- Communication;
- Assessing applications to study at UniSmarter;
- To assist students in emergency situations;
- Conferring certificates;
- Releasing academic records to students who have applied to transfer to other academic institutions.

Staff information is used for:

- Communication;
- Teaching staff Curriculum Vitae (CV) are referred to partner institutions who authorise appointment of teaching staff at UniSmarter;

*Note: All CVs submitted for roles within UniSmarter will be strictly confidential to UniSmarter and the broader Navitas group of institutions.*

Information collected on students or staff can be disclosed without consent where authorised or required by law.

## 6. Disclosure of Personal Information

Personal information may be disclosed where an individual has consented to the disclosure. A common example is where students permit the release of information to their agent or parents.

In addition, information may be disclosed in situations where individuals have been informed of the usual practice of disclosure, such as the transfer of results to streamline articulation.

In rare circumstances, information in regards to an individual may be disclosed where:

- there is a serious and imminent threat to a person's life, health or safety;
- there is a requirement under law or authorized by law.

## 7. Helping to ensure accurate information

UniSmarter takes all reasonable steps to ensure that the personal information collected, used and disclosed is accurate, complete and up-to-date. However the accuracy of the information depends on the student, staff, or agent advising if there are any errors in the personal information collected and providing updates to address and contact numbers.

## 8. How students can access their personal information

All students can access their personal information held by UniSmarter. Most of the personal information held on each student can be accessed via the secure UniSmarter portal using the student password.

For security reasons requests to view other information not held on the website must be made in writing. After a 'Request to view student personal information' form is completed, a virtual appointment will be arranged with the student by the Student Success Advisor to share their records. During this meeting the student will be shown their file and all information UniSmarter has on file about them. Any questions will be answered.

Except as required under the law or the regulatory authorities, no information will be disclosed without written consent. If the student is under 18, information will be supplied to the parents or a legal guardian.

### 9. Storage and Security of Personal Information

UniSmarter has security measures in place to protect against loss, unauthorized access, use, modification, disclosure or other misuse, as required by law and generally accepted industry standards. However, no system is 100% secure and to the extent permitted by law, UniSmarter excludes any liability for any security breach.

### 10. Definitions

N/A

### 11. Related Documents

- Data Breach Policy

#### Amendment History

<b>Department:</b>	Academic Affairs	
<b>Approval Authority:</b>		
<b>Initial Approval Date:</b>	7 <sup>th</sup> July 2020	
<b>Date for Next review:</b>		
<b>Revision Date</b>	<b>Version</b>	<b>Summary of changes</b>
07/07/2020	1	Original

