



Privacy and Information Security Statement

Griffith University is committed to protecting user privacy. We understand and appreciate that visitors and users of our website are concerned about their privacy and the confidentiality and security of any information that may be provided to us.

The Queensland Government has established a privacy regime based on 11 Information Privacy Principles (IPP). These are contained in the [Information Privacy Act 2009 \(Qld\)](#) to which Queensland statutory agencies and government agencies are required to adhere.

Information Collected

When you look at the Griffith website, the Griffith University web server makes a record of your visit and logs the information for statistical purposes and to assist the University to improve our web-based services. The types of information that may be recorded are:

- your traffic patterns through the Griffith website such as:
 - the date and time of your visit to the site;
 - how long you spent browsing our site;
 - the previous page you visited prior to accessing our site;
 - the internet address of the server accessing our site;
 - the pages from which you entered and exited our site;
 - the pages accessed and documents downloaded; and
 - other analytics specific to the web application you are accessing.
- your top level domain (for example .com, .gov, .au, etc);
- the browser you were using; and
- the operating system you are using including selected settings such as your keyboard language and preferred browser language.

Use of your email address

Email correspondence and form submissions sent to this site will be treated as a public record and will be retained according to the provisions of the relevant records disposal authority approved by the [Queensland State Archives](#) and issued under the [Public Records Act 2002](#), the [Information Privacy Act 2009 \(Qld\)](#), and other relevant regulations.

Electronic communications such as email may be monitored by the University for system troubleshooting and maintenance purposes.

E-commerce

The University accepts payments made via its website.

When you make a payment through our website, your personal and financial details are protected at all stages of the transaction. In order to process your payment we need to know your student/staff number (where applicable), name, e-mail address, and credit or debit card details. The ANZ Bank supports our electronic funds transfer system so these details are shared with their system for the purpose and period of processing the payment. While the payment is being processed, your credit or debit card details are suppressed from being read by any other person. When a receipt is generated your credit or debit card number is suppressed.

Your credit or debit card details are not stored on our servers at any stage of the transaction. Once the transaction has been processed, your credit or debit card details are no longer known to the system.

Our agency accepts VISA, MasterCard, American Express and China Pay credit cards, and most debit cards for payment through our website.

Surveys and Forms

At times you may be asked to complete survey questionnaires or forms that appear on Griffith University sites or via external sites as a result of an official University or Department of Education invitation. These may ask you to provide identifying information. If you agree to participate in these surveys or to complete a form, you will be asked to review and accept certain additional terms and conditions relating to the use of the information you provide in the survey. You will be given the reasons for the collection of such information and the purpose for which it will be used.

Cookies and site usage

What are cookies?

Cookies are small strings of text placed on a website user's hard drive when a browser points to a website. Cookies allow a website to store information on a user's machine for it to be retrieved at a later time.

Cookies can only store information that is explicitly provided by the visitor in the first place, or information that the website already has about the user, such as their IP address.

Griffith University website uses cookies for:

- Identifying unique visitors to the site.
 - Users are allocated a visitor number, associated with their IP address, which is held in a cookie on that computer or device for a fixed period, such as 30 days.
- Validating staff and/or students' identity when they attempt to access a restricted part of the Griffith University website.
 - A cookie is created in that computer or device's memory to improve the user experience the next time the user goes to access a restricted part of the website, such as student mail. The cookie contains the following information:

- internal unique ID generated by Griffith University
- full name and email alias
- Marketing communication purposes with Google and other third-party vendors.
 - Cookies allow Griffith University to reach people who have previously visited the Griffith University website and serve them tailored messages based on their Griffith University website behaviour. See 'Information Collected'.

Google and third-party analytics

Griffith University uses Google Analytics and third-parties to gather statistics about how the website and email correspondence is accessed and used. Google Analytics uses cookies to gather information for statistical reporting. No personally identifying information is intentionally recorded or provided and no user account information is linked to Google Analytics or other third-parties except on occasions where identifiers (such as the student name or sNumber) are dynamically included in the website's page title.

Website personalisation and remarketing

Griffith University uses third-parties to collect information on individuals accessing and using the website and email correspondence in order to personalise their website experience and marketing communications.

Opting Out

Visitors can opt out of Google's use of cookies by visiting Google's Ad Settings.

Visitors can choose to accept or reject cookies in general, by adjusting their browser settings. It's important to note that occasionally, rejecting cookies can result in the loss of some website functionality. For example, you may not be able to access a secure site such as the Griffith Portal. It may also mean that you are prompted to verify your identity several times during a session on the Griffith University website.

Visitors can opt out of email correspondence by selecting the unsubscribe option included within emails.

Links to other sites

The Griffith University website includes links to web sites of organisations external to the University. The University is not responsible for the privacy practices or content of these web sites.

Contact Details

If you have any queries about our privacy and security practices, please contact the Privacy Contact Officer:

The Privacy Contact Officer
Office of the Vice President (Corporate Services)
Griffith University
Nathan Qld 4111
Email: vpcorporateservices@griffith.edu.au