



# Appendix One

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Griffith University collects, stores and uses the following types of personal information:

## **Students**

Griffith University collects, stores and uses student personal information to administer enrolment, education and support services, and access to library and information technology services. This information is also used to administer and personalise delivery of services associated with Griffith University electoral rolls; financial arrangements (including student loans); student accommodation; scholarships, bursaries, awards and prizes; and student-centred learning resources including online interactive tools and tools developed for activities associated with any aspect of student learning, including practicum and professional placements.

Personal information contained in these records might include:

1. records relating to marketing and recruitment, admission, enrolment and preference
2. records relating to secondary and tertiary performance and grades
3. records relating to program and course attendance, assessment and grade
4. records relating to usage of library services and resources
5. records relating to usage of information and learning systems
6. leave applications and approvals
7. medical records
8. HECS and student fees, fines, levies and payments including bank and credit details
9. tax file numbers declaration forms
10. student personal history files
11. qualifications
12. practicum, work integrated learning, mentoring, volunteer and work experience scheme participation
13. various examination, assessment and test records, auditions and performances
14. completed questionnaire and survey forms
15. passport, travel documentation, citizenship and visa status
16. records relating to personal welfare, health, equity, counselling, chaplaincy, student and graduate employment, or other support matters
17. records relating to academic references
18. records relating to training such as workplace health and safety training or competency testing
19. records of accidents, incidents and injuries

20. records relating to discipline matters
21. records relating to complaints and grievances
22. records relating to investigations
23. records relating to scholarships, bursaries, prizes, honours and awards
24. records relating to student assistance schemes
25. information relating to refund applications
26. records relating to authority to release information to sponsorship and loan organisations and other parties
27. information provided by students in the course of completing online learning activities
28. records relating to Working with Children (Blue Card) Checks
29. information on images provided by students using social media for learning activities
30. records relating to criminal history checks
31. immunisation and health records

The bulk of this information is retained in the student management information systems and within the University's records management systems. Some portions of this information are retained in various business units while being used for specific purposes. In all cases student personal information is retained and disposed of according to the applicable provisions of the relevant records disposal authority approved by [Queensland State Archives](#).

Staff at various levels have access to these records only as required to carry out their duties. Access is limited to the following: Executive and senior managers; academic and administrative staff who require access to undertake their duties; members of assessment boards, scholarship decision making bodies or University academic committees; members of student appeal and conduct committees; the Student Ombudsman and the student to whom the records relate or an appropriate nominee.

Portions only of the information held in University student records maybe disclosed outside the University to:

- the Australian Taxation Office
- Commonwealth Department of Education (however named from time to time)
- Centrelink
- professional registration boards
- other Universities and Tertiary Admission Centres
- consultant student services providers
- Griffith alliance partners (e.g. Pearson, Hobsons, StudyHub)
- insurers and brokers
- debt collection or credit reporting agencies (and information disclosed to credit reporting agencies may form part of the student's credit history and be disclosed to credit and service providers)

- student's legal representation or union
- the student's financial institution
- Commonwealth Department of Immigration and Border Protection (however named from time to time)
- Commonwealth Department of Foreign Affairs and Trade (however named from time to time)
- overseas and Australian sponsorship agencies
- partner organisations offering health cover for overseas students
- partner/external organisations in which students undertake industrial or clinical placements or professional experience, including work integrated learning, mentoring schemes and competitions
- partner/external organisations who support the University in providing services to students. In these cases, the provider agrees to preserve the confidentiality of information and use it only for the purposes of providing that particular service
- external organisations who administer student surveys to the extent required to deliver that survey
- members of the public who enquire about the status of persons as graduates of the University via the Online Verification of Qualifications Tool
- the Tertiary Education Quality and Standards Authority (in the manner authorised by the Higher Education Support Act 2003) to assist that authority in the performance of its statutory functions as Australia's regulatory agency for higher education
- Translink

### **Employees and recruitment**

Griffith University collects, stores and uses personal information to administer employment, recruitment and payroll and to maintain historical employment and payroll records. Some of this information may also be used to administer access to library and information technology services, to provide support services or reasonable adjustments as required, and to administer electoral rolls, and to administer services that employees may buy from the University such as on-site parking.

Personal information contained in these records might include:

1. records relating to attendance and overtime
2. leave applications and approvals
3. medical records
4. payroll and pay related records including banking details
5. tax file numbers declarations
6. personal history files
7. performance appraisals and promotion
8. records relating to personal development and training
9. graduate, volunteer and work experience scheme participation

10. qualifications or licences
11. trade, skill and aptitude test records
12. completed questionnaire and survey forms
13. travel documentation / citizenship
14. records relating to personal or financial welfare matters
15. contracts and conditions of employment
16. traineeships
17. recruitment records, position classifications and position applications
18. records relating to relocation of staff and removals of personal effects
19. records relating to previous employment checks, character checks, security clearances, Working with Children (Blue Card) Checks, references/referee reports
20. records of accidents, incidents and injuries, along with records relating to compensation and rehabilitation
21. records relating to superannuation
22. records relating to discipline matters
23. records relating to complaints and grievances
24. records relating to investigations
25. records relating to honours and awards
26. records relating to the employee assistance scheme
27. records relating to equity matters, including disability and reasonable adjustments
28. records related to health and safety licences and permits
29. Information on images provided by staff using social media for work-related activities.

The bulk of this information is retained in the human resource and payroll management information systems and within the University's records management systems. Some portions of this information are retained in various business units while being used for specific purposes. In all cases employee personal information is retained and disposed of according to the applicable provisions of the relevant records disposal authority approved by [Queensland State Archives](#).

Staff at various levels have access to these records only as required to carry out their duties. Access is limited to the following: Executive and senior managers; supervisors; administrative staff who require access to undertake their duties; members of selection committees (if appropriate); and the staff member to whom the records relate or an appropriate nominee. Workers' compensation documentation will only be disclosed under the provisions of the [Workers' Compensation and Rehabilitation Act 2003](#), the [Information Privacy Act 2009 \(Qld\)](#) or [Right to Information Act 2009 \(Qld\)](#).

Portions only of the information held in University employee records are disclosed outside the University to:

- the Australian Taxation Office
- superannuation providers

- salary package service providers
- compensation providers
- consultant rehabilitation providers
- consultant case workers
- pre-qualified Travel Agents
- medical and travel security assistance provider
- insurers and brokers
- debt collection or credit reporting agencies (and information disclosed to credit reporting agencies may form part of the employee's credit history and be disclosed to credit and service providers)
- staff member's legal representation or union
- the staff members financial institution
- Commonwealth Department of Employment (however named from time to time)
- Commonwealth Department of Immigration and Border Protection (however named from time to time)
- external organisations who administer staff surveys to the extent required to deliver that survey
- the University's recruitment system provider (who is subject to confidentiality provisions in the Agreement they have entered into with the University)
- employers of former staff members who seek details of prior service for the purposes of determining long service leave entitlements
- the Tertiary Education Quality and Standards Authority (in the manner authorised by the *Higher Education Support Act 2003*) to assist that authority in the performance of its statutory functions as Australia's regulatory agency for higher education

### **Research participants**

Griffith University collects, stores and uses research participant personal information to administer research programs. The bulk of this information is retained by the senior researcher in local secure storage or in approved specialist offsite storage facilities. In all cases research participant personal information is retained and disposed of according to the applicable provisions of the relevant records disposal authority approved by [Queensland State Archives](#).

The range of personal information that may be collected across the broad scope covered by our research programs relates to every aspect of personal life and affairs. Each research program must specify the particular personal information sought in that program, and the uses to which that information will be put and any possibility of disclosure outside the research program. It is an ethical research expectation within the University that personal information will not be collected, stored, used for, or disclosed outside of, a research program unless participants have previously given informed consent.

Staff at various levels have access to these records only as required to carry out their duties. Access is limited to the following: members of the research team; members of the research funding body (if appropriate); Executive and senior managers; academic and administrative staff who require access

to undertake their duties where they are assisting the research team in a supporting role; and the research participant to whom the records relate or an appropriate nominee.

### **Health Clinics**

Griffith University collects, stores and uses personal information for patients of the clinics it runs within the University.

The personal information is used to provide health care and to contribute to the teaching, research and development activities in relevant fields.

Personal Information contained in these records might include:

1. Personal information e.g., names, addresses and contact details
2. The names of professional practitioners who are currently or who have previously treated the patient
3. Names and addresses of dependant parties to the patient.
4. Financial records related to the treatments given and associated fees charged.
5. Patient's Records, including records detailing assessments and treatments
6. Medical Records including medications, and any current or past medical conditions.
7. Contact records showing student names associated with patients treated, and treatments provided
8. Correspondence that may take place between the Patient and the clinic, or any referring Doctors or Health practitioners and the Clinic
9. X-rays
10. Video/audio/digital recordings and images and models/castings of the Patient taken during treatment/sessions for use in treatment planning, teaching and research within the University
11. The Practitioners notes on the consultations and treatments given.

Staff at all levels in the clinic, as well as students, who are authorised by their School will have access to the patient records, only as required, to carry out their duties. Patient records of university clinics may also be stored with the University's records management systems and may be accessed by staff that require access to undertake their duties.

Records may be disclosed outside the University:

1. At the patient's written agreement or request
2. In the event of an arrears of payment, to a debt collection agency, credit reporting agency (and information disclosed to credit reporting agencies may form part of the patient's credit history and be disclosed to credit and service providers)
3. In the provision of contractual obligations under an Agreement or contract, where the University is contracted to perform treatments and provide activity reports on behalf of an external party.

Should there be a dispute with a patient over the University's ability to disclose records outside the University, any Agreement or contract that the University may have with an external party for provision of treatment which requires or permits the disclosure of records will prevail.

Patients may request access to view their clinic record; however, the record remains the property of the University. Such viewings by patients of clinic records will be conducted in accordance with the process set down by the clinic's host School and may involve the presence of a senior staff member or the treating clinician.

In all cases, personal information is retained and disposed of according to the applicable provisions of the relevant records disposal authority approved by [Queensland State Archives](#).

### **Young Conservatorium**

Griffith University collects, stores and uses personal information to administer the running of pre-tertiary activities and professional development courses associated with the Young Conservatorium. The type of personal information contained in these records is the name, address and contact details of non-tertiary students and their parents/guardians.

Staff who work for the Young Conservatorium have access to this information only as required to carry out their duties.

### **Childcare clients**

Griffith University collects, stores and uses personal information of clients of our childcare services to administer enrolment and care of the children. The confidentiality provisions of the [Education and Care Services Act 2013](#) supersede the IPP's in relation to the collection, use, storage and disclosure of children's personal information.

The type of personal information contained in these records might include:

1. records relating to attendance of children
2. records relating to guardianship and carers of children
3. applications and approvals for child care
4. records relating to childcare employees (refer Employees and Recruitment)
5. medical records of children
6. fees and collection of payment related records including bank details
7. child personal history files
8. records relating to attendance and behaviour
9. records relating to a child's personal development and learning
10. completed questionnaire and survey forms
11. records relating to a child's personal welfare matters
12. records of accidents and injuries
13. records relating to equity matters

The bulk of this information is retained in the childcare management information systems and in secure storage in the business unit. Some portions of this information relating to vendors of the

childcare services and to billing for services are kept on the financial management information systems. In all cases childcare client personal information is retained and disposed of according to the applicable provisions of the relevant records disposal authority approved by [Queensland State Archives](#).

Staff at various levels have access to these records only as required to carry out their duties, taking into account the provisions of the [Education and Care Services Act 2013](#). Access is limited to the following: Executive; Director Campus Life; childcare and administrative staff who require access to undertake their duties; and the client to whom the records relate or an appropriate nominee.

Information about children in University records will only be disclosed under the provisions of the [Education and Care Services Act 2013](#) and the [Information Privacy Act 2009 \(Qld\)](#) or [Right to Information Act 2009 \(Qld\)](#).

### **Student Homestay**

Griffith University collects, stores and uses personal information of hosts of the Student Homestay program to administer that program. The type of personal information contained in these records is the name, address and contact details of hosts as well as records relating to:

1. Incident Reports
2. Complaints and investigations
3. Homestay Hosts placement history
4. Completed questionnaire and survey forms
5. Records relating to equity matters
6. Financial records
7. Fees and collection of payment related records including bank details
8. Records relating to Working with Children Check (Blue Card), where required
9. Training records.

The bulk of this information is retained in the Homestay Database. In all cases Homestay hosts personal information is retained and disposed of according to the applicable provisions of the relevant records disposal authority approved by [Queensland State Archives](#).

Staff at various levels have access to these records only as required to carry out their duties. Access is limited to the following: Executive; Director Campus Life; administrative staff who require access to undertake their duties; and the provider to whom the records relate or an appropriate nominee.

### **Off Campus Accommodation**

Griffith University collects, stores and uses personal information of providers of Off Campus Accommodation for administration purposes. The type of personal information contained in these records is the name, address and contact details of providers, as well as records relating to:

1. Incident Reports
2. Complaints and investigations
3. Financial records
4. Fees and collection of payment related records including bank details.



The bulk of this information is retained in the Homestay Database. In all cases off campus accommodation provider personal information is retained and disposed of according to the applicable provisions of the relevant records disposal authority approved by [Queensland State Archives](#).

Staff at various levels have access to these records only as required to carry out their duties. Access is limited to the following: Executive; Director Campus Life; administrative staff who require access to undertake their duties; and the provider to whom the records relate or an appropriate nominee.

#### **Telecommunication Service Access and Usage Metadata**

Griffith University collects, stores and uses personal information metadata to administer and conform to the legislative and regulatory requirements outlined in the Telecommunications (Interception and Access) Amendment (Data Retention) Act 2015 in relation to Griffith University provided relevant telecommunication services. Griffith University relevant services include: Public wi-fi; Public Internet; Eduroam; Student email; Telephone, Voicemail and Video conference. For the relevant service, the type of personal information contained in these records includes: subscriber device and account details; the source and destination of a communication; the date, time and duration of a communication, or of its connection to a relevant service; the type of a communication or of a relevant service used in connection with a communication; and the location of equipment, or a line, used in connection with a communication.

The bulk of this information is retained in a single metadata retention digital repository in an encrypted format and within the University's information systems. In all cases this metadata is retained for two years and disposed of according to the applicable provisions of the relevant records disposal authority approved by [Queensland State Archives](#).

Access is limited to Executive, Internal Auditors, Manager Risk and Compliance, and to cybersecurity, systems and administrative staff who require access to undertake their duties. Information contained in these records may be disclosed outside to law enforcement agencies described in the Telecommunications (Interception and Access) Amendment (Data Retention) Act 2015, Section 110A *Meaning of criminal law - enforcement agency*.

#### **Information System Access and Usage Data**

Griffith University collects, stores and uses personal information for cybersecurity and forensic investigations in order to comply with legislative, regulatory and Griffith University legal and policy requirements which apply to all users of Griffith University Information Technology (IT) resources regardless of the relationship with the University and irrespective of whether those resources are accessed on or off-campus. The type of personal information contained in these records includes all records provided to, accessed via or stored on Griffith University owned or provided IT resources.

The bulk of this information is retained in the central administrative business unit's data base and all other Griffith University owned or provided IT resources, and within the University's records management systems. Some portions of this information are retained in a single repository while being used for specific investigation purposes. In all cases, access to this information for investigative purposes, must have prior approval from the University's Privacy Officer or delegate, or the Chief Digital Officer. In all cases personal information is retained and disposed of according to the applicable provisions of the relevant records disposal authority approved by [Queensland State Archives](#).

Staff at various levels have access to these records only as required to carry out their duties. Access is limited to the following: Executive and senior managers; cybersecurity staff who require access to undertake their duties; and the person to whom the records relate or an appropriate nominee.

## **Vendors**

Griffith University collects, stores and uses vendors' personal or business information to administer the purchasing of goods and services and to administer the tendering process.

Personal information contained in these records might include:

1. business name, business address and contact details of vendors and where volunteered of nominated officers or staff
2. records relating to tenders, ordering, invoicing and payment and related records including banking details
3. Australian business number, Australian company number and DUNS number (i.e. credit reference)
4. records relating to complaints and investigations

The bulk of this information is retained in the financial management information systems and within the University's records management systems. Some portions of this information are retained in various business units while being used for specific purposes. In all cases vendors' personal information is retained and disposed of according to the applicable provisions of the relevant records disposal authority approved by [Queensland State Archives](#).

Staff at various levels have access to these records only as required to carry out their duties. Access is limited to the following: Executive and senior managers; academic and administrative staff who require access to undertake their duties; and the vendor to whom the records relate or an appropriate nominee.

Portions of the information held in University vendor records may be disclosed outside the University to:

- the Queensland Government Procurement Office
- credit checking agencies
- supplier credit approval reference checking.

## **Tenancy and short term hiring of university premises**

Griffith University collects, stores and uses business operator's personal or business information to administer the tenancy of business premises on its campuses, to administer the short term hiring of training and conference facilities on its campuses, and to administer on-campus accommodation for conference delegates residing on campus.

Personal information contained in these records may include:

1. business name, business address and contact details of tenant business's principals, and where volunteered, of other nominated officers or staff
2. business name, business address and contact details of hirers, and where volunteered, of other nominated officers or staff
3. name and contact details of persons for whom we are arranging on-campus accommodation
4. records relating to requests for tenancy, to hire, or to reside, invoicing and payment and related records including banking details
5. Australian business number
6. records relating to complaints and investigations.

The bulk of this information is retained in the financial management information systems and within the University's records management systems. Some portions of this information is retained in the Element Business Unit, Campus Life, or the Office of Finance business units while being used for specific purposes. In all cases this personal information is retained and disposed of according to the applicable provisions of the relevant records disposal authority approved by [Queensland State Archives](#).

Staff at various levels have access to these records only as required to carry out their duties. Access is limited to the following: Executive; Chief Financial Officer, Director of Campus Life; administrative staff who require access to undertake their duties; and the operator to whom the records relate or an appropriate nominee.

Portions of the information held in University records is disclosed outside the University to the hirer's or tenant's financial institution, and in the event of an arrears of payment, to a debt collection or credit reporting agency (and information disclosed to credit reporting agencies may form part of the hirer or tenant's credit history and be disclosed to credit and service providers).

#### **Friends of the University, Prospective, Current or Past Donors, Official Visitors, Volunteers, Visiting, Honorary and Adjunct Academics**

Griffith University collects, stores and uses personal information about friends of the university, donors, official visitors, visiting, honorary and adjunct academics, and volunteers to administer these programs and to administer these persons' participation in the University community. In some cases this information may also be used to administer access to work facilities, and to library and information technology services. The Visiting, Honorary and Adjunct Academic programs are administered as an employee program. Refer to the Employees and Recruitment category for these three types of information.

The types of personal information contained in records relating to Friends of the University, donors, official visitors, and volunteers, includes name and contact details, business name and business contact details, and records relating to the nature of their relationship to the university.

This information is retained in various systems, the Marketing and Communications and Development and Alumni databases, the Campus Community database, in the human resource management and financial management information systems, within the University's records management systems and in various business units while being used for specific purposes. In all cases volunteer and visitor personal information is retained and disposed of according to the

applicable provisions of the relevant records disposal authority approved by [Queensland State Archives](#).

Staff at various levels have access to these records only as required to carry out their duties. Access is limited to the following: Executive and senior managers; academic and administrative staff who require access to undertake their duties; and the person to whom the records relate or an appropriate nominee. External members of the Griffith University Foundation Board and Griffith University Development Boards have access to prospective, current or past donor records only as required to carry out their board duties.

Portions of the information held in University records may be disclosed outside the University to:

1. External organisations in which official visitors, volunteers, honorary and adjunct academics undertake clinical placements or professional experience.
2. External service providers where administrative functions have been outsourced on the basis that the relevant service providers have committed to deal with the information which is disclosed to them in a manner consistent with the [Information Privacy Act 2009 \(Qld\)](#).
3. Professional registration boards.

#### **School and Workplace Visits and Competitions Programs**

Griffith University collects, stores and uses personal information about students and school staff including teachers and guidance officers to administer the School and Workplace visiting program, to administer our local schools outreach programs, and to administer local participation in national secondary student projects in which the University is participating. The type of personal information contained in these records is the name and contact details of students, teachers or guidance officers and other school staff and their area of responsibility.

This information is retained in the Marketing and Communications database, within the University's records management systems and in various business units while being used for specific purposes. In all cases teachers' and guidance officers' personal information is retained and disposed of according to the applicable provisions of the relevant records disposal authority approved by [Queensland State Archives](#).

Staff at various levels have access to these records only as required to carry out their duties. Access is limited to the following: Executive and senior managers; academic and administrative staff who require access to undertake their duties; and the teacher and/or guidance officer to whom the records relate or an appropriate nominee. These details are not disclosed outside of the University unless it is a requirement of participation in a competition or to service providers who support the University in the delivery of marketing, recruitment and support services to future students. From time to time, the University may disclose personal information about these segments to third party providers in order to conduct market research or data analysis on our behalf.

#### **Requests for information from Future Students**

Griffith University collects information from future students enquiring in-person, by phone or email, or via the Internet to be used for future mail outs, emailed responses, electronic digital media (EDM), short message services (SMS), programmatic advertising and online chats to clients. The type of information collected includes name, address, date of birth, phone number, email address and study area of interest.

This information is stored on a University electronic file and is deleted and/or destroyed according to the provisions outlined in the [Queensland State Archives](#), General Retention and Disposal Schedule for Administrative Records. Access to this data is limited to authorised staff of the University. Information may be provided to out-sourced service providers who support the University in the delivery of marketing, recruitment and support services to future students.

During visits to high schools or at various careers markets around Australia, future students complete a reply paid form or make a digital submission in which they can request to go on a database to receive updates and further information. The type of information collected includes name, address, date of birth, email address, high school as well as the study interest area, degree level and city of relevance. During education fairs, institutional visits and other events for international students, information is gathered to enable the provision of information regarding study options. The type of information collected includes name, address, date of birth, email address, current or past study, and the study area and level of interest.

This information is collected regularly on a Marketing and Communications database, within the University's records management systems and various business units, and is retained and disposed of according to the applicable provisions of the relevant records disposal authority approved by [Queensland State Archives](#). Access to this data is limited to staff who require access to undertake their duties. From time to time, the University may disclose personal information about these segments to third party providers in order to conduct market research or data analysis on our behalf.

Staff working in schools outreach widening participation activities may also collect information, with permission of schools involved, from students, for the purposes of evaluating programs. This information is stored and disposed of in accordance with applicable provisions approved by the Queensland State Archives.

### **Work Integrated Learning Programs**

Griffith University collects, stores and uses personal information about managers and organisational supervisors within public and private sector agencies in order to administer various work integrated learning programs. The type of personal information contained in these records is the business name, the person's name, the business address and the person's contact details and area of responsibility.

This information is retained in various business units' databases while being used for specific purposes. In all cases this personal information is retained and disposed of according to the applicable provisions of the relevant records disposal authority approved by [Queensland State Archives](#).

Staff at various levels have access to these records only as required to carry out their duties. Access is limited to the following: Executive and senior managers; academic and administrative staff who require access to undertake their duties; and the manager and/or organisational supervisor to whom the records relate or an appropriate nominee. These details are not disclosed outside the University unless it is a required as part of a student's or learning group's participation in work integrated learning related competitions.

### **Officers and members of university clubs and associations, members of sporting facilities, and participants in sport programs, competitions and events**

Griffith University collects, stores and uses personal information to administer its sport programs and services including: the assistance program provided to registered University clubs and associations; sport facility memberships; instructional coaching and recreational sport programs; competitive and social sport fixtures and competitions; corporate events; on-campus events; and representative

sport participation to determine eligibility to compete. The type of personal information contained in these records may include photographs as well as the name and contact details of the office bearer, member, participant, supplier or stallholder, and might also include personal information relating to:

1. Participation in Australian University Sport competitions
2. Club activities and events
3. Fitness levels of fitness Centre members
4. Medical conditions of facility members, program and sport event participants, and students participating in University sport competitions
5. Parents/guardians of minors registered in Learn to Swim and Tennis coaching programs
6. Education
7. Payments for services
8. Incidents and injuries
9. Griffith Sport employees (refer Employees and Recruitment)

The bulk of this information is retained in the business unit in local secure storage, electronic files and databases while being used for specific purposes. In all cases personal information of office bearers, members, participants, suppliers or stallholders is retained and disposed of according to the applicable provisions of the relevant records disposal authority approved by [Queensland State Archives](#).

Staff at various levels have access to these records only as required to carry out their duties. Access is limited to the following: Executive; Director Campus Life; managers and supervisors; administrative staff who require access to undertake their duties; and the office bearers, members, participants, suppliers and stallholders to whom the records relate or an appropriate nominee.

Portions of the information held in University sport records may be disclosed outside the University to Griffith University Tennis Centre partners/affiliates for the purpose of administering tennis competitions and coaching programs.

### **Library Services and Systems**

Griffith University collects, stores and uses personal information to administer and personalise the delivery of library services including: access to individual and group study spaces; consultations and workshops; borrowing resources from Griffith University libraries and from other libraries (inter-library loan); access to electronic resources including e-books and databases; access to required and recommended resources on course reading lists; attendance at community events; and copyright and information policy advice. Users of library services include academic staff, enrolled students and general staff, alumni, Friends of the Library members, staff and students of other institutions (where reciprocal arrangements are in place), and members of the general public.

Personal information contained in these records may include:

- Names, University membership numbers, and contact details
- Summaries of information such as enrolment and nature of employment as required to administer access to library services and systems
- Where relevant, membership numbers of other institutions

- Records relating to use of library facilities
- Records relating to attendance at consultations, workshops and events
- Records of referrals to and from other student support areas and the outcomes / actions taken in relation to these
- Borrowing history
- History of access to, use of and download of electronic resources
- Records relating to replacement costs for lost library items
- Feedback on library services.

The bulk of this information is retained in library systems while being used for specific purposes and within the University's records management systems. In all cases client personal information is retained and disposed of according to the applicable provisions of the relevant records disposal authority approved by Queensland State Archives.

Staff at various levels have access to these records only as required to carry out their duties. Access is limited to the following: Executive and senior managers; library staff who require access to undertake their duties; and the person to whom the records relate or an appropriate nominee.

Portions of the personal information held by the Library may be disclosed to other groups within the University:

- where there are reasonable grounds to investigate a possible breach of the Library's legal obligations or the IT Code of Practice
- to support university-wide initiatives to help to improve educational processes and outcomes and to inform student-and learning-centred education practices.

Portions only of the information held by the Library may be disclosed outside the University to:

- partner / external organisations who support the University in providing library services to students, including publishers and library systems providers, where the disclosure of the information is necessary for the conduct of our business. The Library will seek an agreement from the provider to preserve the confidentiality of information and use it only for the purposes of providing that particular service.
- the home organisations of external borrowers that have lost items, where the disclosure is necessary for the purpose of recovering replacement costs under the University Libraries Australia reciprocal borrowing agreement and other similar agreements

### **Office of Digital Solutions**

Griffith University collects, stores and uses personal information about clients who may not be students or staff in order to administer access to information technology services.

The type of personal information held in these records includes:

1. name, contact address and details including personal email and mobile phone number
2. where relevant an identifier such as a student or staff number if a student or staff member of another institution
3. records relating to requests for information technology access and approval
4. records relating to complaints and investigations.

In all cases client personal information is retained and disposed of according to the applicable provisions of the relevant records disposal authority approved by [Queensland State Archives](#).

Staff at various levels have access to these records only as required to carry out their duties. Access is limited to Executive and administrative staff who require access to undertake their duties; and the client to whom the records relate or an appropriate nominee.

### **Griffith University Electoral Rolls**

In the case of voters who are neither current staff nor students, Griffith University collects stores and uses voters' personal information to administer its various electoral rolls. The type of personal information contained in these records includes name and contact details and records relating to the person's eligibility for enrolment.

The bulk of this information is retained in the Griffith University electoral roll databases and within the University's records management systems. Some portions of this information are retained in the business unit while being used for specific purposes. In all cases voters' personal information is retained and disposed of according to the applicable provisions of the relevant records disposal authority approved by [Queensland State Archives](#).

Staff at various levels have access to these records only as required to carry out their duties. Access is limited to the following: Executive; administrative staff who require access to undertake their duties; and the voter to whom the records relate or an appropriate nominee.

### **Alumni Databases**

Griffith University collects, stores and uses prior-student personal information to administer alumni programs. This information is also used to administer electoral rolls and for marketing and recruitment. The type of information contained in these records includes name, contact details and curriculum vitae information and records relating to participation in Alumni events.

The bulk of this information is retained in the central administrative business unit's data base and specific alumni data bases, and within the University's records management systems. Some portions of this information are retained in various business units while being used for specific purposes. In all cases alumni personal information is retained and disposed of according to the applicable provisions of the relevant records disposal authority approved by [Queensland State Archives](#).

Staff at various levels have access to these records only as required to carry out their duties. Access is limited to the following: Executive and senior managers; academic and administrative staff who require access to undertake their duties; and the person to whom the records relate or an appropriate nominee.

### **Officers, staff and students of partner organisations**

Griffith University collects, stores and uses personal information about officers, staff and students of various organisations in order to administer contracts and partnership arrangements. For some of these arrangements this information is also used to administer enrolment, articulation, and education. Where this information is in the nature of student information it is treated in that section of this document. The types of personal information contained in these records include:

1. business name, business address and contact details of organisations and where volunteered of nominated officers or staff



2. records relating to contracts, tenders, ordering, invoicing and payment and related records including banking details
3. records relating to contract performance, complaints and investigations
4. Australian business number or similar identifier if required under other administrations regimes.

The bulk of this information is retained within the University's records management systems and in the research administration system. Some portions of this information are retained in various business units while being used for specific purposes. In all cases this type of personal information is retained and disposed of according to the applicable provisions of the relevant records disposal authority approved by [Queensland State Archives](#).

Staff at various levels have access to these records only as required to carry out their duties. Access is limited to the following: Executive and senior managers; academic and administrative staff who require access to undertake their duties; members of assessment boards and of scholarship decision making bodies; and the person to whom the records relate or an appropriate nominee. There are no requirements to disclose this information outside the University except as required by taxation or education administration regimes of home countries.

#### **Publications mailing list**

Griffith University collects, stores and uses personal information to administer the publications mailing list. The majority of persons on this list are there because of their already current relationships with the University and these are covered within another prior category. Specific to this category are those persons who express an interest in receiving information and who generally have no other relationship with the University. These include journalists, business and industry representatives, politicians and lobbyists. The type of personal information contained in these records includes names, business names, business address, contact details, and records relating to the reason for inclusion on the publication mailing list.

This information is retained in the Marketing and Communications and Development and Alumni databases or in various business units while being used for specific purposes. In all cases this type of personal information is retained and disposed of according to the applicable provisions of the relevant records disposal authority approved by [Queensland State Archives](#).

Staff at various levels have access to these records only as required to carry out their duties. Access is limited to the following: Executive and senior managers; administrative staff who require access to undertake their duties; and the person to whom the records relate or an appropriate nominee.

#### **Griffith Review**

Griffith University collects, stores and uses personal information to administer subscriptions to the *Griffith Review*. The type of personal information contained in these records includes the name, address and contact details of subscribers to the publication.

This information is retained in the Griffith Review database. In all cases this type of personal information is retained and disposed of according to the applicable provisions of the relevant records disposal authority approved by [Queensland State Archives](#).

Staff and interns who work for *Griffith Review* have access to these records only as required to carry out their duties.

### **Griffith Archive**

The Griffith Archive publishes to a publicly accessible website, information and other multimedia of persons who have a current or past association with the University. Model Release Forms are signed to enable continued use of photographs for university promotional purposes where required. The University will cease using materials if an individual requests the university to do so. The Griffith Archive website also holds logon authentication details for content contributors from the general public if they elect to establish a profile on the website.

### **Parking, Traffic Management and Vehicle Infringement Notices**

Griffith University collects, stores and uses personal information to administer the issuing of parking permits, the collection of parking fines and to process vehicle infringement notices received from outside organisations in relation to Griffith University vehicles. The type of personal information contained in these records includes names and addresses, driver's licence number, vehicle details, records relating to requesting and approving parking permits, and records relating to parking fines and vehicle infringement notices.

The bulk of this information is retained in secure vehicle management, parking and fines databases. The fines database is also used by the system provider. Some portions of this information is shared with business units, for example, payroll who administer employee payments for parking permits, and cashiers for referencing when receiving fine payments. Information relating to the registered owner of a vehicle is provided to CITEC and held by the University. Information relating to unpaid fines is also provided to and held by the State Penalties Enforcement Registry (SPER). Information relating to any Griffith University vehicle infringement is also provided to and held by the organisation issuing the infringement notice. In all cases personal information is retained and disposed of according to the applicable provisions of the relevant records disposal authority approved by [Queensland State Archives](#).

Staff at various levels have access to these records only as required to carry out their duties. Access is limited to the following: Executive and senior managers; security and administrative staff who require access to undertake their duties; and the person to whom the records relate or an appropriate nominee.

### **Corporate Credit Cards**

Griffith University collects, stores and uses personal information to administer the issue of eligible staff with corporate credit cards.

Personal Information contained in these records may include:

- Cardholder's name, address and contact details
- Passport number and expiry details or driver's licence number
- Birth Certificate
- Financial institution passbook, debit or credit card
- Medicare card number.

The bulk of this information is retained by the Office of Finance in local secure storage. In all cases the personal information is retained and disposed of according to the applicable provisions of the relevant records disposal authority approved by [Queensland State Archives](#).

Staff at various levels have access to these records only as required to carry out their duties. Access

is limited to the following: Executive and Senior Managers; administrative staff who require access to undertake their duties; and the person to whom the records relate or an appropriate nominee.

Portions of the information held in the University corporate credit card applications are disclosed outside the University to the Issuing Bank to conform to the 100 point identification check.

### **University Vehicle Management**

Griffith University collects, stores and uses personal information to administer the use of University owned, leased or hired vehicles. The bulk of this information is retained on a secure vehicle management database.

Personal Information contained in these records may include:

- Vehicle user's name
- Vehicle user's driver's licence number and State of issue
- Vehicle user's driver's licence expiry date.

The vehicle's location is also tracked to assist with the logistical management of the fleet.

This information is retained in the Office of Finance databases or in the Nathan campus Transport Office while being used for specific purposes. In all cases this type of personal information is retained and disposed of according to the applicable provisions of the relevant records disposal authority approved by [Queensland State Archives](#).

Staff at various levels have access to these records only as required to carry out their duties. Access is limited to the following: Executive and senior managers; administrative staff who require access to undertake their duties; and the person to whom the records relate or an appropriate nominee. Portions of this information relating to alleged Griffith University vehicle infringements are disclosed outside the University to the organisation issuing the infringement notice.

### **Security Logbook and Issues/Incidents and Closed Circuit Television (CCTV)**

Griffith University collects, stores and uses personal information relevant to incidents recorded in Security Logbook entries and Incident Forms, and collected through CCTV footage. The type of personal information contained in these records includes names and addresses, details or person/s involved, digital or video images, voice or sound recordings, and other related information.

The bulk of this information is retained in a secure security database with CCTV footage retained in a secure CCTV digital video recorder. CCTV footage will normally be overwritten. Some portions of this information may be shared with Queensland and Federal Police or with Griffith University Health and Safety staff where it relates to a workplace health and safety incident. Further details can be found in the University's [Closed Circuit Television and Surveillance Policy](#).

In all cases personal information is retained and disposed of according to the applicable provisions of the relevant records disposal authority approved by [Queensland State Archives](#).

Staff at various levels have access to these records only as required to carry out their duties. Access is limited to the following: Executive and senior managers; security and administrative staff who require access to undertake their duties; and the person to whom the records relate or an appropriate nominee.

## **Insurance**

Griffith University collects, stores and uses personal information in order to secure insurance cover in relation to University activity and also to assist in the settlement of insurance claims. These claims include but are not limited to Personal Property, Corporate Travel and Student Personal Accident insurance. Personal information is collected on a voluntary basis and may include medical history and financial information.

The bulk of this information is retained in files of the Insurance Section in secure storage. In all cases the personal information is retained and disposed of according to the applicable provisions of the relevant records disposal authority approved by [Queensland State Archives](#).

Staff at various levels have access to these records only as required to carry out their duties. Access is limited to the following: Executive and senior managers; administrative staff who require access to undertake their duties; and the person to whom the records relate or an appropriate nominee.

The information held in University records is disclosed outside the University to the University's insurers and insurance brokers.

## **Travel Management**

Griffith University collects, stores and uses personal information to administer travel with the University's preferred suppliers, airlines, medical and travel security assistance provider in relation to membership.

Personal Information contained in these records may include:

- Traveller's name, address, date of birth and contact details
- Itinerary information
- Passport number and expiry details or driver's licence number
- Airline membership numbers.

The bulk of this information is retained in the Office of Finance in local secure storage. In all cases the personal information is retained and disposed of according to the applicable provisions of the relevant records disposal authority approved by [Queensland State Archives](#).

Staff at various levels have access to these records only as required to carry out their duties. Access is limited to the following: Executive and senior managers; administrative staff who require access to undertake their duties; and the person to whom the records relate or an appropriate nominee.

Portions of the information held in University travel records are disclosed outside the University to:

- contracted travel service providers and insurance companies
- airlines
- the public as disclosed in accordance with requirements stipulated by the State Government.

## **Financial and Resource Management Systems**

Griffith University uses the Financial and Resource Management systems to undertake various normal business activities and in doing so, collects stores and uses personal information to

administer various financial and resource management aspects of activities included in previous categories. Specifically, personal information is used to administer revenue and expenditure streams, payroll and payroll related activities, personally issued assets, creditors and debtors. The types of personal information contained on our financial and resource management systems are discussed in previous categories.

The bulk of this information is retained in the financial and resource management information systems. Portions of this information are retained on the human resource, payroll, and student management information systems, and within the University's records management systems. Some portions of this information are retained in various business units while being used for specific purposes. In all cases financial and resource management personal information is retained and disposed of according to the applicable provisions of the relevant records disposal authority approved by [Queensland State Archives](#).

Staff at various levels have access to these records only as required to carry out their duties. Access is limited to the following: Executive and senior managers; administrative staff who require access to undertake their duties; and the person to whom the records relate or an appropriate nominee. Portions only of this information may be disclosed outside the university as discussed in previous categories.

The University stores information to facilitate the reimbursement of expenses and other work related duties. This data may be accessible by third party software providers who are contractually bound to comply with stringent privacy requirements.

### **Information Technology Management Systems**

The University's information technology management systems network routinely carries, enables processing of, and stores for varying periods, much of the core business and the supporting corporate service business of the University on behalf of its many business units.

Personal information contained in these records may include:

- Names, University membership numbers, and contact details including personal emails and mobile phone numbers
- Content of emails as well as email aliases both University, and if supplied, ones of a private nature
- Details of web sites including web pages visited while using the University's facilities
- Details of phone numbers called
- User location information for various services such as wireless
- Files and information created on the University's servers
- Records relating to requests for information technology access, and problems relating to such access
- Summaries of information such as enrolment and nature of employment as required to administer information technology access.

Portions of the information held in University records may be disclosed outside the University to external service providers where administrative functions or systems have been outsourced. These disclosures are only made on the basis that the relevant service providers have committed to deal with

the information which is disclosed to them in a manner consistent with the [Information Privacy Act 2009 \(Qld\)](#).

As the University's email system may involve the storage of emails outside of Australia, personal information (when embodied in any Griffith email) may be stored overseas. While the University has entered into confidentiality arrangements to protect the privacy of such data (including adherence to the EU-US Privacy Shield), any data stored outside Australia may be subject to compulsory access through process of law, under the relevant jurisdiction in which it is stored. Other outsourced functions or systems from time to time implemented by the University may likewise involve the overseas storage of personal information but only in circumstances where the University has entered into binding arrangements to protect the privacy of such information in a manner consistent with the [Information Privacy Act 2009 \(Qld\)](#).

This information is not usually disclosed except to managers, systems administrators and the person concerned. Staff and students are routinely made aware of system usage rules and monitoring procedures concerning collection and use of the information. In some instances, information could also be used to support university-wide initiatives to help to improve educational processes and outcomes and to inform and personalize student and learning centred education practices. In all cases such personal information is retained and disposed of according to the applicable provisions of the relevant records disposal authority approved by [Queensland State Archives](#).

Staff at various levels have access to these records only as required to carry out their duties. Access is limited to the following: Executive and senior managers; systems and administrative staff who require access to undertake their duties; and the person to whom the records relate or an appropriate nominee.

#### **Administrative Law**

Personal information is collected when the University receives an application for documents under the [Information Privacy Act 2009 \(Qld\)](#) or [Right to Information Act 2009 \(Qld\)](#) from an individual, some of the documents gathered to process the request may contain personal information. In all cases such personal information is retained and disposed of according to the applicable provisions of the relevant records disposal authority approved by [Queensland State Archives](#).

Access is limited to the delegated Privacy Contact Officer and staff in the Legal Services Unit, and to the person to whom the records relate or an appropriate nominee. This information may be disclosed outside the University to the Information Commissioner in the case of an external review of a decision.

#### **Internal Audit**

The University's Internal Audit Unit may collect personal information during the conduct of audits performed in accordance with the International Standards for the Professional Practice of Internal Auditing as pronounced by the Institute of Internal Auditors. For instance, payroll reports and leave applications. In all cases such personal information is retained and disposed of according to the applicable provisions of the relevant records disposal authority approved by [Queensland State Archives](#).

Access is limited to Executive and Internal Auditors and to systems and administrative staff who require access to undertake their duties. Information contained in these records may be disclosed outside the University to an external auditor as required by the Queensland Audit Office.

### **Board, Committee and Working Party members' details**

The University has a number of advisory boards, ad-hoc and ongoing committees and ad-hoc working parties. Personal information is collected, stored and used in order to administer participation on these groups by members who are not students or staff of the University. The type of information contained in these records may include:

1. name, contact details
2. business name and contact details
3. records relating to the attendance and participation in meetings and related events
4. records relating to the administration of boards, committees and working parties
5. records relating to complaints and investigations.

In all cases such personal information is retained and disposed of according to the applicable provisions of the relevant records disposal authority approved by [Queensland State Archives](#).

Staff at various levels have access to these records only as required to carry out their duties. Access is limited to the following: Executive and senior managers; academic and administrative staff who require access to undertake their duties; and the person to whom the records relate or an appropriate nominee.

### **Residential Colleges**

Griffith University collects, stores and uses personal information about applicants for Colleges to administer on-campus accommodation. These details are stored on the accommodation database, backup drives, and in hard copy files. The type of personal information contained in these records is the name, address, personal details, and contact details of current and potential college members, as well as records relating to:

1. Incident Reports
2. Complaints and investigations
3. Student personal files
4. Emergency contacts
5. Medical records including personal welfare matters
6. Financial records
7. Fees and collection of payment related records including bank details
8. Completed questionnaire and survey forms
9. Academic information
10. College events

Staff at various levels have access to these records only as required to carry out their duties. Access is limited to the following: Executive; Director, Campus Life; Accommodation Manager and administrative staff who require access to undertake their duties.

In all cases, personal information is retained and disposed of according to the applicable provisions of the relevant records disposal authority approved by the [Queensland State Archives](#).