



# Protecting Student Privacy

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## Introduction

The [Information Privacy Act 2009 \(Qld\)](#) sets out eleven Information Privacy Principles (IPP) concerning the protection of your personal information. Griffith University is required to comply with the IPP and to communicate how we intend to protect the personal information you provide to us. We recommend that you read this information and keep it accessible for future reference.

## Collection and use of your personal information

Griffith University collects personal information in a number of ways including:

- Directly from you in documents such as application forms, via the Griffith Portal, via the student identification card system, by phone or in written correspondence, including email.
- From third parties such as tertiary admission centres, external service providers and other educational institutions, where you have consented to provide personal details.

The University uses this information in a number of ways including:

- To provide information about the University to future students.
- To provide educational and support services to current students.
- To administer and manage those services including admission, enrolment, scholarships, billing and collection of fees and charges, examinations, academic standing and electoral rolls.
- To administer and manage services relating to alumni of the University.
- To review and develop our services.
- To personalise delivery of services.

## Storage and security of your personal information

The majority of personal information is stored in the student management information systems and within the University's records management systems. Parts of this information may be retained in various business units or subsidiary systems while being used for specific purposes, for example alumni database, student identification card system, student personalization services.

Staff have access to personal information only as required to carry out their duties. They include:

- executive and senior managers
- academic and administrative staff
- members of assessment boards, scholarship decision-making bodies or University academic committees
- members of student appeals and grievances committees.

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

### **Disclosure of your personal information**

Personal information collected from you is confidential. The University will not disclose any personal information you have provided except under the following conditions:

- where you have nominated an authorised representative to act on your behalf;
- where you have consented to its disclosure;
- to meet government, legal or other regulatory authority requirements e.g. Australian Taxation Office, Commonwealth Department of Education, Centrelink;
- where there are reasonable grounds to believe that a threat to life or health can be prevented or where it is necessary to assist law enforcement agencies in the investigation of a crime;
- to out-sourced service providers who support us in providing services related to you, for example mailing houses, debt recovery agencies. In these cases, the provider agrees to preserve the confidentiality of your information and to use it only for the purposes of providing that particular service;
- as otherwise provided for under the University's Privacy Plan.

Your status as a graduate of Griffith University is a matter of public record. Where members of the public enquire about the status of persons as graduates of the University, they may be encouraged to use a publicly available source such as the Online Verification of Qualification tool available [here](#).

Alternatively, should the record not be available via the Online Verification Tool, enquirers may be advised to write to [graduations@griffith.edu.au](mailto:graduations@griffith.edu.au). The University's official graduation records are maintained in the student management information system.

### **How to access and update your personal information**

Providing accurate and up-to-date personal information to the University is your responsibility. 24-hour access to your personal information is available via the Griffith Portal. The Griffith Portal can be accessed from computers on campus, from home or from other off-campus sites e.g. libraries, internet cafes. Access is via a login screen and you will be required to enter a username and password. A username and unique password are provided to you upon enrolment and systems are made available to assist you in managing the security of your password by entering a secret question and answer.

[Student Administration](#) or [Griffith Graduate Research School](#) staff can also assist you to maintain personal details including passwords.

### **Tips to protect your privacy**

The personal information you disclose to the University is kept in secure environments accessed only by authorised persons, but it is important that you also take reasonable precautions to protect your personal details. Here are some tips to assist you:

- Close your browser when you have finished your user session and logout of the computer, particularly in public or common-use facilities such as Learning Centres, internet cafes, libraries.
- Do not reveal your username, password or student identification number to anyone else. The University will never ask for your username and password via email.
- Do not allow others to use your account. This includes not sharing your login username and password with others.
- If you voluntarily disclose personal information over the internet (e.g. in discussion groups, Chat rooms, online forums etc) you may receive unsolicited messages in return.

You are responsible for maintaining the security of your username, passwords and any other account information. Please be careful and responsible whenever using systems or services that utilise this and other personal information. Further information on security is available [here](#) or by contacting the [IT Help Desk](#).

**Contact details and further information**

If you have any further questions in relation to privacy, please contact us on (07) 373 57700 or (07) 555 28811 between 9.00am and 5.00pm Monday to Friday. You can also access the [University's Privacy Plan](#).