

## Campus Living Villages – Privacy Policy

### How we collect your information

An individual's right to keep personal information private is highly important. Campus Living Villages (CLV) is committed to protecting and maintaining the privacy, accuracy and security of your personal information.

- > We will only collect information which is relevant to our business relationship with you.
- > The information we collect will include personal details from which you can be identified or which are relevant to your application to be offered a place in the Village, contact and next of kin details, bank account information and information about your attendance at University, your residence in the Village and use of our services if you accept a place which is offered to you.
- > We will collect this information directly from you or from your University or any other institution that you attend. If we use other sources we will tell you what they are.

If we do not obtain this personal information, we may be unable to provide you with accommodation at the Village or some of the services referred to in the Village Handbook

### How we use your information

We will limit the use of your personal information to:

- > conducting our business of providing accommodation and associated services and performing our internal administration and operations,
- > maintaining records for the proper administration of the Village on behalf of the owner of the Village (Owner) advising you of matters which are relevant to your application to be offered a place at the Village or your residence at Village if you accept a place which is offered to you,
- > maintaining our relationship with you as a resident of the Village,
- > complying with legislative and regulatory requirements and otherwise fulfilling our legal obligations

We may use your information to offer you services or products that we believe may meet your needs or otherwise be of interest to you as a resident of the Village. If you would rather not receive any of this information, you can notify us at any time by emailing at the address detailed on the Village website.

### Who will use your information

We will not share your personal information with any company or person, other than:

- > the Owner,
- > any company which is a related body corporate of CLV or the Owner,
- > Your tertiary institution,
- > Your parent(s) or guardian(s),

- > employees, agents, contractors, financial lender and external advisers (such as lawyers, auditors, accountants, market research and promotional agencies) of CLV or the Owner
- > unless you have asked us not to, select organisations with which CLV deals in connection with the operation of the Village and who in CLV's assessment may offer to you services or products which may be of benefit to you,
- > regulatory bodies, government agencies, law enforcement bodies, tribunals and courts as required by law.

CLV binds our associated companies, employees, agents, contractors and external advisers and other organisations with which we deal to the same standard of confidentiality as CLV itself promises in this policy, so that they cannot provide this information to anyone else. We

### Sensitive Information

We only collect sensitive information about you with your consent. We will only use sensitive information which you choose to provide to us relating to:

- > your racial or ethnic origin, religious beliefs or affiliations and your dietary requirements in line with CLV's philosophy of providing safe, secure and inclusive residence for the purpose of allocating accommodation in the Village and maintaining our relationship with you,
- > your health, if you are involved in a medical emergency
- > complying with legislative and regulatory requirements and otherwise fulfilling legal obligations.

### Who Will Use Your Sensitive Information

We will not share your personal sensitive information with any company or person, other than:

- > the Owner,
- > any company which is a related body corporate of CLV or the Owner
- > Your tertiary institution,
- > Your parent(s) or guardian(s),
- > employees of CLV or the Owner
- > regulatory bodies, government agencies, law enforcement bodies, tribunals and courts as required by law.

CLV binds our associated companies and employees to the same standard of confidentiality as CLV itself promises in this policy, so that they cannot provide this information to anyone else. We enforce this requirement through contractual agreements

### Your information is secure

- > Your information may be stored in hardcopy or electronically in our systems.
- > We maintain physical security over our paper and electronic data storage and premises and computer and network security which meet current industry standards to



ensure that your personal information is kept secure and confidential.

- > We will not retain any of your information for any longer than it is required by us for the purpose detailed in this policy.
- > With your help we will keep your personal information accurate, complete and up to date.

#### You can access your information

- > You can access the personal information we hold about you and request corrections or updates except as otherwise provided in this policy.
- > This right is subject to some exceptions, for example, you may not obtain access to information relating to existing or anticipated legal proceedings or which might threaten the privacy of others.
- > We will promptly respond to any request for correction or updating of your personal information.

#### Contacting us about your information

If you would like to gain access to or correct or update your personal information or you think we have failed to comply with the standards which are set out in this policy, please contact us through the Village website. CLV and the Owner of the Village are bound by the Privacy Act and National Privacy Principles for the handling of personal information. To find out about the National Privacy Principles, contact the Office of the Federal Privacy Commissioner.