

## UTS Housing Privacy Policy

This privacy notice explains how your information is collected, used, disclosed and managed when you apply for, and become a UTS Housing resident.

For the purpose of this policy, the University of Technology Sydney will be referred to as we, us, our or UTS, and includes UTS Housing.

### Collecting your information

We collect the following information from you when you register and apply for housing with UTS or may be generated about you as part of being a resident:

- Application and eligibility for accommodation. This may include collecting information from UTS relating to your enrolment status and details, and mandatory training.
- Contact details and photograph
- Nationality, age and other demographics, for the purpose of allocating accommodation that best fits your needs
- Financial and account details to facilitate payments
- Emergency contact details that you provide
- Communications between the UTS Housing and yourself, including directly and via our social media channels
- Maintenance and inventory information relating to your residency
- Guest requests and visitor logs
- Security access logs, CCTV/security video footage, and incident reports where relevant.
- photographs/videos from resident events and activities where you may participate.
- Accessibility needs or other health information to support you in a medical emergency, evacuation or other incident. Providing this information entirely optional and you can request this information to be removed at any time.

### How we use your information

We use your information:

- to confirm your identity and your eligibility to be a housing resident. This includes assessing your application and records held by us if you have been a past resident, and any matters in support of your application.
- to manage the housing agreement between you and UTS.
- to support and provide additional housing services to you, including providing access, repairs, cleaning services, parcel delivery.
- to protect your interests, or those of another individual, including health & safety of all individuals in the UTS residences.
- to manage security, including investigating incidents and complaints.
- for the proper administration and operations of UTS residences, including, but not limited to:
  - compliance with legislative and regulatory requirements, including the Education Services for Overseas Students (ESOS) Act (Cth) and related ESOS framework.
  - performance of the internal administration and operations of UTS Housing Services
  - quality improvement of housing services, and planning activities, including operational and strategic planning of both the UTS Housing Services and UTS.

Your information may be used for other purposes where you have provided consent. For example:

- to support you in an emergency or where optional services available to residents.
- to keep in touch with you after your departure from a UTS residence if you opt-in to our Residential Alumni Database.

Your information may need to be shared with other parts of UTS to support the above purposes. For example, other areas within the Student Services Unit, Student Administration Unit, or Security and Emergency Management.

## Marketing

We may take photographs/videos of events and activities where residents of UTS Housing are participating. These images may be used by UTS for promotional purposes, including general marketing, website, or social media. If you do not wish your image to be taken and used for such purposes, advise UTS Housing at relevant events. You can also request images to be removed at any time. Refer to the UTS [Marketing Privacy Notice](#).

## Who receives your information

We will only disclose your personal information:

- for the purpose for which it was collected, or for a directly related purpose
- where you have provided your consent, or
- if we are required or permitted to do so by law.

The following are examples of other parties who may receive your information for our legitimate purposes:

- If we become concerned about your behaviour that may affect the health, safety or wellbeing of you, other residents, visitors, or UTS staff, we will contact and seek assistance from anyone who can reasonably assist in ensuring you and/or others are safe. This may involve providing them with relevant personal or health information, or reports from others concerned about you. Examples of parties who we may consult with include health care professionals, parents or your emergency contacts, or UTS College where you are a UTS College student.
- Our contracted service providers who perform some of our functions on our behalf, including hosting [StarRez](#) (our housing management system, located in Australia), providing cleaning and maintenance services, secure locker and parcel delivery, and supporting visitor kiosks. Some additional services you may be provided may store data overseas. When we provide your information to a contracted service provider we take measures to ensure that they have appropriate arrangements and security practices in place.

## How long we keep your information

Your information will be kept for as long as it is needed for the purposes in this notice, and in line with our requirements to keep records under the [State Records Act 1998 \(NSW\)](#).

## Your rights in relation to your information

You can contact us to:

- request access to or correct your information, or to request further details about what information is held about you and how it is used.
- request us to stop processing your information or to restrict how your information is processed. This may limit or prevent us from providing housing and related services to you. Your information may still be processed if we are required by law to do so.
- request us to transfer your information to another party if this is technically possible or feasible.

- request us to delete your information. Restrictions may apply depending on our legal obligations.
- make a complaint about how your personal information has been handled.

Contact us for all the contact details you need to exercise your rights.

## Contact us

If you have any questions about this notice or wish to make a request in relation to it, contact UTS Housing on +61 2 9514 1529 or via email [housing.service@uts.edu.au](mailto:housing.service@uts.edu.au). You can also contact UTS via 1300 ASK UTS (1300 275 887).

If you believe that a breach of your privacy has occurred, or have complaint, contact the Director of Student Services in the first instance on +61 2 9514 1177 or via [student.services@uts.edu.au](mailto:student.services@uts.edu.au) and the matter will be investigated. Alternatively, you can contact the Student Complaints Resolution Office by completing the [student complaints form](#) in your UTS student portal account or by emailing [student.complaints@uts.edu.au](mailto:student.complaints@uts.edu.au). Refer to [privacy complaints](#) for further information.

## Additional information

Refer to our [privacy at UTS](#) for further information about privacy at UTS, including our privacy contacts.

This policy may be updated at any time. If material changes are made, we will provide a copy of the updated Notice to new residents.

*Last updated 25<sup>th</sup> September 2023.*