

# VISITORS AND ENQUIRERS DATA PROTECTION AND PRIVACY COLLECTION STATEMENT

## 1. Who does this Data Protection and Privacy Collection Statement apply to?

This Visitors and Enquirers Data Protection and Privacy Collection Statement applies to anyone who interacts with Monash University as a visitor or make enquiries to the University ('Visitors and Enquirers Collection Statement'), including when you:

- visit the University (e.g. by attending a conference or taking a guided campus tour);
- attend or enquire about University run events;
- make enquires about future study, either online, over the phone or in person;
- agree to participate in user experience research or to provide feedback to the University;
- sign up to receive communications from the University.

If you have made or intend to make a formal application to become a student of the University, please refer to the Admissions Data Protection and Privacy Collection Statement, and where successfully admitted as a student, your personal data will be processed in accordance with the [Student Data Protection and Privacy Collection Statement](#).

If, through your visit or enquiry to the University you become a friend or supporter of the University, your personal data will be processed in accordance with the [Alumni, Friends and Supporters Data Protection and Privacy Collection Statement](#).

This Visitors and Enquirers Collection Statement is to be read in conjunction with the Monash University [Data Protection and Privacy Procedure](#).

## 2. What types of personal data will be processed by the University?

We process personal data directly from you through a variety of forms and the types of personal data processed by the University will depend on the nature of your interaction with us. This may include details such as your contact details and details of your interactions with the University as well as your communication preferences.

Where you provide the University with the personal data of others you are encouraged to inform them that:

- you are disclosing that information to the University;
- the information will be retained; and
- they can access that information by contacting the University's Data Protection and Privacy Office.

Your personal data is created, stored and transmitted securely in a variety of paper and electronic formats. This includes databases that are shared across the University. Access to your personal data is limited to University and University affiliates' representatives who have a legitimate interest in it for the purpose of carrying out their duties.

## 3. Why do we need your personal data, what is our legal basis for processing it, and how will we use it?

The personal data processed by us, or processed on our behalf, is needed for the purpose of facilitating your interaction with the University and to help the University improve your experience. The specific purpose for processing personal data will be communicated to you at the time that we first interact with you about that matter. If you choose not to provide your personal data, it may not be possible for the University to provide you with the specific information or assistance you have requested.

We consider that the lawful bases for the processing of your personal data as a visitor or enquirer of the University is that it is necessary for the pursuit of the legitimate interests of the University (e.g. to respond to your enquiry and to facilitate your visit to the University) and where it is necessary in order for us to fulfil our obligations to you (e.g. when you sign up and attend conferences, campus tours and events).

We will obtain your consent for specific use of your personal data not covered by this Visitor and Enquirer Collection Statement or where that personal data includes special category data including health information, which we will collect from you at the appropriate time. You can withdraw your consent to our specific use of such data at any time.

In addition to the purposes set out in the Data Protection and Privacy Procedure, our specific processing purposes of your personal data as a visitor or enquirer of the University and how we use it include:

- to correspond with you;
- to attend to day to day administrative matters;
- to seek feedback of your experiences as a visitor or enquirer of the University;
- for benchmarking, analyses, quality assurance, review and planning purposes;
- to compile statistics and conduct research for internal and statutory reporting purposes; and
- to use the information as otherwise permitted or required by the law.

We are committed to the integrity and safeguarding of personal data as set out in the Data Protection and Privacy Procedure. We take all reasonable steps to ensure that the personal data processed is managed in accordance with the University's [Recordkeeping policy](#) and [Recordkeeping: Retention and Disposal of University Records procedure \(Australia only\)](#).

#### 4. Who will the University share my personal data with?

We may share your personal data with a range of third parties, including the following:

- for general enquiries, we will not share your information with third parties outside the University unless doing so is required for the purposes of fulfilling your request;
- contracted service providers which the University uses to perform services or conduct reviews on its behalf (such as banks, mailing houses, logistics, IT service providers external consultants and professional advisors and caterers for University events);
- off-shore campuses and Monash owned entities (e.g. Monash College Pty Ltd where you are or will be engaging with this entity) and subsidiary companies and affiliates of the University ('University affiliates');
- your parent/s or guardians where deemed appropriate and under applicable laws; and
- in the event of an emergency or public health direction, police, medical or hospital personnel, civil emergency services, your legal representative or nominated emergency contact person, or other person assessed as necessary to respond to the emergency.

Where personal data is disclosed to third parties, it will be done so only to the extent necessary to fulfil the purpose of such disclosure. If you have further questions about collaboration or consultations in regards to your research participation, please contact the research activity or study with which you are involved.

#### 5. What are my individual rights?

In addition to your rights to access and correct your personal data and lodge a complaint relating to how we handle your personal data as set out in the Data Protection and Privacy Procedure, if the GDPR or other jurisdiction's data and privacy law applies, you may, under certain conditions, have the following rights available:

- to object to any processing of your personal data that we process on the lawful basis of legitimate interests, unless our reasons for the underlying processing outweighs your interests, rights and freedoms;
- to withdraw your consent where we have processed any of your personal data based on consent;
- to object to direct marketing (including any profiling) at any time;
- to ask us to delete personal data that we no longer have lawful grounds to process; and
- to object to the use of automated decision making.

#### 6. Who can I contact if I have any questions about how my personal data is being used or how I can exercise my rights?

If you have any questions about how your personal data is being used, or you wish to exercise any of your individual rights that are available to you, please visit the University's Data Protection and Privacy Office webpage at [www.monash.edu/privacy-monash](http://www.monash.edu/privacy-monash) or contact the University's Data Protection and Privacy Office by email [dataprotectionofficer@monash.edu](mailto:dataprotectionofficer@monash.edu).