



Visitors and Enquirers Data Protection and Privacy Collection Statement

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

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

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

This Data Protection and Privacy Collection Statement applies to all methods of collecting personal information (including hardcopy, electronic or verbal means). It does not apply to students of Monash College or Monash College employees. Individual Collection Statements are available for students and employees:

- [Student Data Protection and Privacy Collection Statement](#)
- Human Resources Data Protection and [Privacy Collection Statement](#)

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

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

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

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

- you are disclosing that information to the College;
- the information will be retained; and
- they can access that information by contacting the College's Privacy Officer at privacy@monashcollege.edu.au.

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 College. Access to your personal data is limited to College and College affiliates' representatives who have a legitimate interest in it for the purpose of carrying out their duties.

3. Why does Monash College need your personal data, what is the legal basis for processing it, and how will Monash College use it?

The personal data processed by Monash College, or processed on Monash College's behalf, is needed for the purpose of facilitating your interaction with the College and to help the College improve your experience. The specific purpose for processing personal data will be communicated to you at the time that Monash College first interacts with you.

If you choose not to provide your personal data, it may not be possible for the College to provide you with the specific information or assistance you have requested. Monash College considers that the lawful bases for the processing of your personal data as a visitor or enquirer of the College is that it is necessary for the pursuit of the legitimate interests of the College (e.g. to respond to your enquiry and to facilitate your visit to the College) and where it is necessary in order for Monash College to fulfil its obligations to you (e.g. when you sign up and attend conferences, campus tours and events).

Monash College 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, which Monash College will collect from you at the appropriate time. You can withdraw your consent to Monash College's specific use of such data at any time.

In addition to the purposes set out in the Monash College Privacy Procedure, the specific processing purposes of your personal data as a visitor or enquirer of the College and how Monash College uses it include:

- to correspond with you;
- to inform you about Monash college-related events and courses;
- to attend to day-to-day administrative matters;
- to seek feedback of your experiences as a visitor or enquirer of the College;
- for benchmarking, analyses, quality assurance and planning purposes;
- to compile statistics and conduct research for internal and statutory reporting purposes; and
- to use the information as otherwise permitted by the law and
- to comply with legislative reporting requirements.
- For the provision of associated services such as security, parking and information technology;
- Where it is necessary, for contracted service providers that provide services on behalf of Monash College (such as mailing houses, logistics, IT service providers); Some of Monash College's service providers are located outside of Victoria and/or Australia and, as a result, personal information collected and held by Monash College may be transferred outside of Victoria (but within Australia) or outside Australia;
- To facilitate appropriate assistance in the event of an emergency involving you
 - Where it is required or authorised by law; or
 - Where the disclosure is permitted by the privacy laws.

Monash College is committed to the integrity and safeguarding of personal data as set out in the Data Protection and Privacy Procedure. Monash College takes all reasonable steps to ensure that the personal data processed is managed in accordance with the Monash College Recordkeeping Procedure

4. Who will the College share your personal data with?

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

- for general enquiries, Monash College will not share your information with third parties outside the College unless doing so is required for the purposes of fulfilling your request;
- contracted service providers the College uses to perform services on its behalf (such as banks, mailing houses, logistics, IT service providers and caterers for College events). Some of Monash College's service providers are located outside of Victoria and/or Australia and, as a result, personal information collected and held by Monash College may be transferred outside of Victoria (but within Australia) or outside Australia;
- off-shore campuses and Monash College affiliates (e.g. Monash University where you are or will be engaging with this entity);
- your parent/s or guardians where deemed appropriate and under applicable laws; and
- in the event of an emergency, police, medical or hospital personnel, civil emergency services, your legal representative or nominated emergency contact person,

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.

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 Monash College handles your personal data as set out in the Privacy Procedure, if Global Data Protection Regulation (GDPR) applies, you may, under certain conditions, have the following rights available:

- to object to any processing of your personal data that Monash College processes on the lawful basis of legitimate interests, unless the 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 College's Privacy webpage at <https://www.monashcollege.edu.au/privacy> or contact the [Monash College Privacy Officer](#) by email.

Status	Revised
Approval Body	Monash College Senior Leadership Team
Date Effective	[Effective Date]
Next Review Date	[Next Review Date]
Policy Owner Job Title	Director Governance Governance
Policy Author	Compliance Specialist
Contact	Privacy Officer (privacy@monashcollege.edu.au)
Policy Level	Level 2

Change history

Version number	Approval date	Approved by	Brief outline of changes
1.0	29/9/16	Senior Leadership Team	New privacy statement
1.1	7/3/18		Addition to title to reflect who statement applies to
1.2	2/3/2021	Senior Leadership Team	Changes aligned with Monash University and incorporating GDPR requirements, where applicable.