

## Privacy Policy

### 1. Purpose

Study Hubs Australia is committed to protecting the privacy of individuals whose personal information we collect and manage.

The purpose of this policy is to outline how Study Hubs Australia collects, uses, stores and manages personal information in accordance with the Australian Privacy Principles contained in the Privacy Act 1988 (Cth).

### 2. Scope

This policy applies to personal information collected by Study Hubs Australia through:

- the Study Hubs Australia website ([www.studyhubs.edu.au](http://www.studyhubs.edu.au))
- email correspondence
- online forms and subscriptions
- partnerships and stakeholder engagement
- communications with communities, study hubs, universities and other organisations.

This policy applies to all employees, contractors and representatives of Study Hubs Australia who may handle personal information as part of their work.

### 3. Policy

Study Hubs Australia will collect, use and manage personal information in a lawful and transparent manner. Personal information will only be collected where it is reasonably necessary for the functions and activities of the organisation.

We take reasonable steps to ensure that personal information is accurate, secure and used only for legitimate organisational purposes.

### 4. Principles

Study Hubs Australia manages personal information according to the following principles:

- Personal information is collected only where necessary for organisational functions and activities.
- Individuals are informed about the purpose for which information is collected.
- Personal information is stored securely and protected from unauthorised access or disclosure.
- Personal information is used only for the purpose for which it was collected or for closely related purposes.
- Individuals may request access to personal information held about them and request corrections if required.
- Personal information is retained only for as long as necessary to fulfil its purpose or meet legal obligations.

## 5. Collection of Information

Study Hubs Australia may collect personal information including:

- name
- email address
- phone number (if provided)
- organisational affiliation
- information submitted through website forms or enquiries.

We may also collect limited technical information when individuals interact with our website, such as:

- IP address
- browser type
- pages visited
- website usage data through analytics tools.

Where possible, individuals may choose not to provide personal information; however, this may limit our ability to respond to enquiries or provide requested information.

## 6. Use of Information

Personal information collected by Study Hubs Australia may be used to:

- respond to enquiries or requests for information
- communicate about the work of Study Hubs Australia
- engage with study hubs, communities, universities and stakeholders
- provide updates, newsletters or event information
- support organisational activities including research, policy and sector engagement
- improve the functionality and performance of the Study Hubs Australia website.

Personal information will not be used for purposes unrelated to these activities without consent, unless required by law.

## 7. Disclosure of Information

Study Hubs Australia may disclose personal information to trusted third-party service providers where necessary to support organisational operations. These may include:

- website hosting services
- information technology service providers
- website analytics providers.

Where personal information is shared with service providers, reasonable steps are taken to ensure that information is handled securely and in accordance with privacy obligations.

Study Hubs Australia does not sell personal information.

Personal information may also be disclosed where required or authorised by law.

## 8. Information Management

Study Hubs Australia takes reasonable steps to ensure personal information is accurate, complete and up to date.

Individuals may request access to personal information held about them and request corrections if the information is inaccurate, incomplete or outdated.

Requests for access or correction can be made by contacting Study Hubs Australia using the contact details provided below.

## 9. Data Security

Study Hubs Australia takes reasonable steps to protect personal information from misuse, interference, loss and unauthorised access, modification or disclosure.

Security measures may include:

- secure digital systems and platforms
- restricted access to organisational data
- the use of reputable technology providers
- internal procedures governing the handling of information.

## 10. Retention

Study Hubs Australia retains personal information only for as long as necessary to fulfil the purposes for which it was collected, or as required by law.

When personal information is no longer required, reasonable steps will be taken to securely delete or de-identify the information.

## 11. Contact

If you have questions about this Privacy Policy or how Study Hubs Australia manages personal information, please contact:

Study Hubs Australia Ltd

Email: [enquiries@studyhubs.edu.au](mailto:enquiries@studyhubs.edu.au)

Website: [www.studyhubs.edu.au](http://www.studyhubs.edu.au)