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- We may use your personal information for remarketing UQU Secondhand Texts & Stationery services and promotions through Facebook advertising and Google remarketing.
- We will not provide your personal details to third parties.
- Service providers who assist in managing University of Queensland Union's I.T. may need to access client data in order to maintain the servers and networks.

We will not use or disclose any personal information that we collect about you other than for the purpose for which you have given it to us or a secondary purpose that is related to the primary purpose of collection, as set out in this Privacy Policy, or as disclosed to you at the time we collect the information. If the information is going to be disclosed or used for other purposes, we will take reasonable steps to obtain your consent.

## Email communications

If you have registered through our website to receive promotional email communications from us, we may use your contact details to send you marketing emails for UQU Secondhand Texts & Stationery services which may be of interest to you. However, you may at any time opt out of receiving such material via your online profile or by unsubscribing through the most recent newsletter you receive. Upon receiving such a request, your contact details will be removed from our promotional distribution lists.

If you have registered and submitted a book through our website, we will use your contact details to send you periodic emails to update you on the status of your book. These emails are separate from our newsletter communications and our primary tool for communicating with you throughout the sale process.

## Accessing and correcting personal information

You may request us to provide you with access to personal information we hold about you. We will process all requests for access to personal information in accordance with the National Privacy Principles. In most cases, we will provide you with access to your personal information. However, we may refuse access in certain situations as listed in the National Privacy Principles. If we refuse to give you access, we will provide you with reasons for our refusal.

An example of an instance where we could refuse access would be if access would have an unreasonable impact upon the privacy of other individuals.

If any personal information we hold about you is not accurate, complete or up to date, please let us know and, in most cases, we will use all reasonable efforts to update the information.

If you would like your personal information removed from our records, please let us know and, in most cases we will do so.

## Personal information security

University of Queensland Union is committed to keeping secure the data you provide to us and we will take all reasonable precautions to protect your personally identifiable information from loss, misuse or alteration.

## **Cookies**

Cookies are small data files that are downloaded from our web servers and stored on your hard drive. A cookie is a string of letters and numbers that uniquely identify the computer you are using and the customer number and access code you may have used to register at the site. We use cookies to store visitor's preferences, record session information such as items that visitors add to their shopping cart, record past activity on the site in order to provide better service when visitors return to the site, as well as to customise web page content based on visitors' browser type or other information that the visitor sends. You can delete cookies from your hard drive, but doing so may hinder your access to valuable areas of information within the site.

## **Security**

We always use industry-standard encryption technologies when transferring and receiving consumer data exchanged on the site. All data is stored on dedicated servers, located in Australia. The security of our visitors' information is of great importance to us, and we will take all reasonable precautions to ensure that your details are protected.

We take great care with the information we hold about you. Our aim is to ensure that any details are securely protected from misuse, interference, loss, and unauthorised access, modification or disclosure. We will take reasonable care to make sure that we keep your information in an accurate, complete and up to date manner. When that information is no longer needed, it will be permanently destroyed or de-identified.

Whilst it is true that no system is ever completely secure, we believe the measures we have implemented provide appropriate protection.

You may be able to access external websites by clicking on links we have provided on the site. We are not responsible for any loss or liability arising in relation to your access to, or any information you disclose on those websites. You will need to contact or review those websites to ascertain their privacy standards, policies and procedures.

## **If you have a complaint**

We value our customers. If you have a complaint, we will handle it in a friendly and professional manner.

If you believe that we have breached our privacy obligations, or you have any complaints regarding the treatment of your privacy by us, please contact our staff on the telephone number or email address above. If we have not responded to your complaint within 30 days, you can make a complaint to the Office of the Australian Information Commissioner about the handling of your personal information.

## **Changes to our privacy policy**

From time to time, it may be necessary for us to revise our privacy policy. We reserve the right to change our privacy policy at any time without prior notice. We will notify you of the changes by posting an updated version of the policy on our website.