

Privacy Collection Notice

Introduction

The CPP Student Portal operated by Higher Ed Services Pty Ltd ABN 31 060 566 029 respects your privacy and complies with its obligations under the Privacy Act 1988 (Cth) (Privacy Act) and any other privacy legislation by which it is bound.

The purpose of this notice is to describe how we collect, use and share your personal information when you use the CPP Student Portal or any other website operated by us.

We recommend you review our Privacy Policy available at cpp.hes.edu.au/pdf/privacy-policy as it contains additional information on our personal information handling practices, including how you can request access to and correction of your personal information.

If you have any questions about this notice or our Privacy Policy, please contact cppsupport@hes.edu.au

What personal information do we collect?

In general terms, personal information is any information that can be used to personally identify you. If the information that we collect personally identifies you, or you are reasonably identifiable from it, then we will treat that information as personal information.

We collect personal information about you when you use or access the CPP Student Portal, including:

- information about your identity, such as your name and contact details (including your email address and mobile number);
- information about your personal circumstances (for example, information about earnings or income support);
- financial information including bank account details (noting that this will only be required if we need to facilitate payments to you);
- information about the device you use to access the CPP Student Portal;
- technical information such as IP address and browser type;
- location data (only where you have authorised your device to send such information via the privacy settings on that device); and;
- any other information that you elect to provide to us when you use the CPP Student Portal or engage directly with us.

We may also collect personal information about you from third parties, including your higher education provider or your authorised representatives.

The CPP Student Portal is not intended for individuals under the age of 18. We do not knowingly collect personal information from minors.

Why do we collect your personal information?

We collect your personal information for some or all of the following purposes:

- to verify your identity;
- to establish and maintain our relationship with you and to communicate with you;
- to assess your eligibility to receive the CPP and to process applications for the CPP;
- if you are eligible to receive the CPP, to facilitate payments to you;

- to identify, manage and minimise security risks and prevent fraud, scams and other unauthorised activities;
- to assist you with enquiries and complaints and provide customer support;
- to meet legal or other regulatory obligations imposed on us or to exercise our legal rights;
- to comply with any law, rule, regulation, lawful and binding determination, decision or direction of a regulator or other governmental authority; and

for any other purpose set out in our Privacy Policy.

What happens if we can't collect your personal information?

If you do not provide, or if we are unable to collect your information, or the information you give us is inaccurate or incomplete, we may not be able to assess your eligibility for the CPP or otherwise provide you with any of our services.

Who do we disclose your personal information to?

We may disclose your personal information:

- to our related entities and our employees;
- to the insurers, professional advisors, consultants and contractors who work with us in our business (for example, payment processors and IT service providers);
- to any relevant higher education provider or government agency which needs to know such information in connection with the administration of the CPP scheme;
- where we are authorised or required to do so by law;
- where reasonably necessary to assist a law enforcement agency;
- as permitted under the Australian Privacy Principles; and
- to other third parties you consent to.