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| Nōnahea i Whakarerekē Last Modified | March 2025 |
| Rā Arotake Review Date | March 2029 |
| Mana Whakaae Approval Authority | General Counsel Registrar |
| Āpiha Whakapā Contact Officer | Information Manager |

Kupu Whakataki | Introduction

This policy describes how the University collects, uses, and shares personal information and explains rights and obligations in relation to those activities. The University must comply with the [Privacy Act 2020 \(New Zealand Legislation website\)](#), the [Public Records Act 2005 \(New Zealand Legislation website\)](#) and the [Official Information Act 1982 \(New Zealand Legislation website\)](#). The University collects personal information about students, alumni, donors, staff members, research participants and individuals who engage with the University of Canterbury.

This document should be read in conjunction with the [Privacy Declaration \(University Privacy and Official Information website\)](#) which outlines what personal information is collected from an individual, when it is collected, how it is collected and what it is used for.

Kaupapa Here | Policy Statements

The document applies to any member of the University community who deals with personal information relating to other students, staff, alumni and/or members of the public.

The purpose of this document is to provide a foundation of best practice to ensure compliance by the University community with the provisions of the [Privacy Act 2020 \(New Zealand Legislation website\)](#).

It should be noted that Student Health and any counselling service offered within the University will be subject to the [Health Information Privacy Code 2020 \(Office of the Privacy Commissioner NZ website\)](#), being a code of practice issued under the [Privacy Act 2020 \(New Zealand Legislation website\)](#).

1. Information collection

The University community must only collect personal information that is necessary and required for a lawful purpose connected with a function or an activity of the University. Reasonable steps must be taken to ensure the individual is aware of:

- what information is being collected,
- for what purpose it is being collected,
- who will receive and hold the information, and
- how that information can be accessed and corrected by the individual.

Additional steps are set out in [section 22](#) at [Information privacy principle 3, clause \(1\) Privacy Act 2020 \(New Zealand Legislation website\)](#).

For detailed information on what is currently collected and its use, storage and access, please refer to [Privacy Declaration \(University Privacy and Official Information website\)](#).

2. Consent

Consent from individuals relating to the sourcing, use, and disclosure of their personal information is required in certain circumstances. The University will seek consent when required.

For example, if personal information is used only for the purposes stated at collection, then no further consent is required. However, if a change in use of that information occurs that has not been previously disclosed and agreed to, new consent is required.

Consent given by individuals should be obtained and noted.

3. Access to information

An individual is entitled to request a copy of the information the University holds on them and has the right to have that information corrected if it is inaccurate, incomplete, or out of date.

Requests should be made in writing and will be provided under the provisions of the [Privacy Act 2020 \(New Zealand Legislation website\)](#) unless there is an applicable exception within that Act.

If there has been a request by an individual for personal information about another individual then this request will be treated under the [Official Information Act 1982 \(New Zealand Legislation website\)](#).

4. Use and Disclosure

Personal information must not be disclosed unless the University reasonably believes that the disclosure is authorised by the individual and is in connection with the purpose for which it was obtained. Before using or disclosing personal information in new ways, the University community must ensure that this is necessary for a lawful purpose or is otherwise permitted or required by law. The University community should check with the individual or seek clarity from the [Information and Records Management Team \(University Information and Records Management website\)](#).

No personal information relating to disabilities/medical conditions is shared without the informed consent of the individual unless it is necessary to prevent or lessen a serious and imminent threat to individual or public safety. In these circumstances only, this information may be provided to the relevant authority. This may include authorities such as UC Security and Student Care staff, the Police or other emergency responders.

5. Security and Retention of Information

The University community has a responsibility to protect the personal information they handle against loss, misuse, or unauthorised access, modification, or disclosure. The University reviews measures put in place by other organisations who receive personal information from it that prevent unauthorised use or unauthorised disclosure of information.

The University should not keep information for longer than is required for the purposes for which the information was collected. Disposal is determined by the Chief Archivist under the [Public Records Act 2005 \(New Zealand Legislation website\)](#), as referenced in the [New Zealand Universities Disposal Schedule \(Archives NZ website\)](#).

The University recognises that sensitive personal information may be collected and may require additional controls around storage and use.

The University community must ensure that any privacy breach they become aware of is reported promptly to the [Information and Records Management Team \(University Information and Records Management website\)](#).

6. Privacy Impact Assessments (PIA)

Wherever possible, the University endeavours to take a “privacy by design” approach to the development of new or changed processes or systems which include personal information.

Privacy by Design is a design methodology that includes privacy as an essential priority of any product, service, system or process. This allows privacy to be embedded throughout the product or service lifecycle from design to disposal.

Completing Privacy Impact Assessments (PIAs) as processes or systems are developed allows for the embedding of privacy in the design/establishment process.

7. UC Student Agreement

Students sign a Student Agreement during enrolment which allows for the collection and use of specific information according to the conditions of the [Privacy Declaration \(University Privacy and Official Information website\)](#).

8. Staff Access to Confidential Information

The [Staff Code of Conduct](#) requires Staff to take care to maintain the integrity, confidentiality and privacy of information to which they have access, including personal information about any other person, where disclosure would or may be in breach of the [Privacy Act 2020 \(New Zealand Legislation website\)](#).

9. Privacy Complaints or Breaches

If an individual wishes to lodge a complaint about a potential breach of privacy or has any privacy queries the [Information and Records Management Team \(University Information and Records Management website\)](#) can be contacted, who will address this in conjunction with the University Privacy Officer.

The University Privacy Officer is a role mandated by the [Privacy Act 2020 \(New Zealand Legislation website\)](#). At the University, the General Counsel | Registrar is the University's Privacy Officer.

An individual also have the right to make a complaint to the Office of the Privacy Commissioner where they think the University has breached, or may have breached, an individual's privacy. The [Office of the Privacy Commissioner \(Office of the Privacy Commissioner website\)](#) can be contacted in this case.

Dealing with Personal Information

The University Community

All University community members must:

- Understand and comply with the Privacy Policy and Declaration and supporting frameworks.
- Inform their Manager and the Privacy Officer/Information and Records Management Team of any potential breaches they are aware of or have identified.
- Actively participate in privacy training provided by the University where they have or may have access to personal information in the course of their duties.

Managers

All Managers must:

- Encourage good privacy practices across their area.
- Advise the Privacy Officer/Information and Records Management Team of any potential privacy breaches.
- Ensure staff members who have or may have access to personal information in the course of their duties complete privacy training and have reasonable understanding to carry out their duties.

Tautuhinga | Definitions

Personal information – any information which is related to an identified or identifiable person e.g., name, date of birth, contact details, student/staff ID.

Privacy breach - means an event (whether intentional or unintentional) in which personal information is lost or is accessed, altered, disclosed, or destroyed without authorisation, or is at increased risk due to poor security safeguards, including but not limited to

- accidental disclosure of personal information to the wrong recipient,
- employee browsing of personal information without a legitimate business reason,
- an external attack on a university system, and
- a lost or stolen University device or document.

Sensitive personal information – information consisting of racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, genetic information, biometric information, health information or information concerning an individual's sex life or sexual orientation.

University community – for the purposes of this policy, includes members of Council, committee members, staff members, alumni, donors, and contractors working for and on behalf of the University, organisation/s and students who collect or process personal information during their studies or research, or who are otherwise permitted access to personal information held by the University.

He kōrero anō | Related Documents and Information

Whakaturetanga | Legislation

- [Health Information Privacy Code 2020 \(Office of the Privacy Commissioner NZ website\)](#)
- [Official Information Act 1982 \(New Zealand Legislation website\)](#)
- [Privacy Act 2020 \(New Zealand Legislation website\)](#)

- [Public Records Act 2005 \(New Zealand Legislation website\)](#)

Te Pātaka Kaupapa Here| UC Policy Library

- [Staff Code of Conduct](#)

Te Pae Tukutuku me te Ipurangirototo o UC | UC Website and Intranet

- [Privacy Declaration \(University Privacy and Official Information website\)](#)
- [UC Student Agreement \(University Enrol website\)](#)

Mōwaho | External

- [Office of the Privacy Commissioner \(Office of the Privacy Commissioner website\)](#)
- [New Zealand Universities Disposal Schedule \(Archives NZ Website\)](#)

Contact details

For further information on this document or any privacy-related matters, contact:

The [Information and Records Management Team \(University Information and Records Management website\)](#), or

By post:

University of Canterbury
Private Bag 4800
Christchurch
New Zealand
Ph: +64 3 366 7001, or

Email to:

Privacy@canterbury.ac.nz

| Document History and Version Control Table | | | |
|---|--|--------------------|-------------|
| Version | Action | Approval Authority | Action Date |
| <i>For document history and versioning prior to 2013 contact ucpolicy@canterbury.ac.nz</i> | | | |
| 1.00 | <ul style="list-style-type: none"> • Major review of document and conversion into new template. • Combined University <i>Legal Disclaimer on Email Policy</i> into this document. • Updated Hyperlinks. | Vice-Chancellor | Oct 2013 |
| 1.01 | Review date pushed out to reflect wider changes. | Policy Unit | July 2015 |
| 1.02 | Minor formatting changes. | Policy Unit | Aug 2015 |
| 2.00 | Scheduled review by Contact Officer – minor changes including Contact | Policy Unit | Nov 2015 |

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| | Officer and Approval Authority. | | |
| 2.01 | “Faculty” references changed to “College” to reflect College-Faculty merger. | Policy Unit | June 2016 |
| 2.02 | Unscheduled review, additional clauses added to reflect student first technology changes, hyperlinks updated or added. | Policy Unit | Dec 2017 |
| 3.00 | Scheduled review, minor changes to content layout and introduction. | Policy Unit | April 2019 |
| 3.01 | Change to review date in anticipation of legislative amendments. | Policy Unit | March 2020 |
| 3.02 | Scheduled review pushed out for 6mths. | Policy Unit | May 2021 |
| 4.00 | Scheduled review by Contact Officer, major changes. Removal of content now included in the <i>Privacy Declaration</i> and other documents. | General Counsel Registrar | March 2022 |
| 5.00 | Scheduled review by Contact Officer | General Counsel Registrar | March 2025 |