



# Privacy Notice – NousCubane as Data Processor

Effective starting: 28 April 2021

## 1. Who we are and what we do

NousCubane (referred to as “we”, “us”, “our” in this privacy notice) provides the institution (“Institution”) that employs you, or engages you to provide services as a contractor, with certain services. In performing these services, we may collect and process your personal information. You are required under data protection legislation to be notified of the information contained in this privacy notice. We collect and process your personal information in our capacity as “data processor” for the Institution, who is the “data controller” and responsible for deciding how and why your personal information is processed. You can access the data controller's details, including the Data Protection Officer's (“DPO”) contact details, by clicking [here](#).

## 2. How and why we process your personal information

We collect personal information directly from you when you complete a survey or a collection request. We may also collect personal information about you from the Institution under certain circumstances, including for the purpose of enabling us to send the survey or collection request links to you. For surveys, the Institution engages us in this way to protect the confidentiality of your survey responses and, as data controller, determines the purposes and means by which your personal information will be processed.

In collection requests, all personal information is collected and processed for the purposes of the Institution obtaining information on how it resources its administration and support services. In surveys, personal information is used to email survey invitations to staff asking how they rate the effectiveness of the Institution’s administration and support services. We process your personal information in accordance with our written contract with the Institution and any other instructions or direction they provide.

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For surveys, we endeavour to only provide de-identified response data to the Institution via our reporting tools. However, the inclusion of free text response survey fields inevitably means survey response data could contain personal information. To minimise the chance of this occurring, you should be cautious and not provide information that could identify you or another person when answering free text survey questions.

## 3. The types of personal information we process

Personal information means any information about an individual from which that person can be identified. The personal information we process in relation to you includes:

- Account registration information in order to set you up on, or send you information and updates in relation to, our systems, including UFAalytics, UFAST and UFHelp. This information normally includes your name, username, position title (if applicable) and contact details including phone numbers and email addresses;
- Information necessary to facilitate your attendance at one of our events or conferences, including contact details such as name and email address and other information such as dietary preferences; and
- Your responses provided to survey questions, which may include your opinion and comments about your satisfaction with services provided by the Institution
- Your responses in the activity collections process will include providing details of how a team member's time is allocated to different activities and other organisation management details like how many people they supervise or manage.

Certain information is also automatically collected when you use our systems, this includes:

- Information from page tags collected via third party tracking services that employ cookies and page tags (web beacons) to collect aggregated and de-identified data about users of our Services websites, including usage and user statistics;
- Device data that is recorded about the device and application participants use to access our services including IP address and browser type. We may also infer a user's geographic location based on the IP address;
- Referral data that is recorded from participants arriving at one of our websites or online systems from an external source (such as a link on another website or in an email) and we record information about the source that referred you to us; and
- We use cookies (small bits of data we store on a device used to access our services) on our websites, so we can recognise repeat users. Each cookie expires after a certain period, depending on what we use it for. We use cookies for several reasons, including:
  - a) To make our systems easier to use. We store usernames in a cookie to make sign-in easier for returning users.
  - b) To improve security. We use cookies to authenticate a user's identity such as checking if a user is currently logged into one of our systems.
  - c) To provide users with personalised content.

## 4. Legal basis for processing

The Institution, as data controller, determines the purposes and means through which your personal information will be processed. The Institution relies on the pursuit of its legitimate interests as its legal basis for the processing of your personal information. These legitimate interests involve improving the effectiveness of the management of its administration and support services. The Institution has determined that the pursuit of these legitimate interests by the Institution will not outweigh your rights and freedoms.

## 5. Data sharing, storage and backup

We operate in Australia, Canada, Ireland, New Zealand and the United Kingdom ('NousCubane Companies'). Your personal information may be shared between our related companies, but only for the purposes of and in connection with our providing our services to your Institution. Any transfers of personal information outside of the European Economic Area will be on the basis that adequate safeguards are in place, including

the European Commission model data protection clauses. Sharing of your personal information between related companies will only occur where necessary in the course of providing our services to your Institution, such as organising events relevant to the delivery of our services to you and your Institution, for the purposes of your participation in events, to enable us to obtain feedback from you on our services, or for the provision of technical support including through our UHelp application. We will not use your personal information for any purposes not related to the services we provide to your Institution.

We will only share your personal information with third parties on the basis that such sharing complies with the applicable privacy laws and your information will be subject to appropriate safeguards, securely stored and handled in accordance with our data security standards. Please contact your Institution's DPO for further information in relation to the steps taken by your Institution to protect your personal information during third party transfers or transfers between countries.

We maintain separate offsite data processing and backup arrangements in each jurisdiction in which we operate. We backup data periodically to secure backup systems and daily to offsite secure backup systems. The offsite processing and backup systems are located in secure facilities with restricted access. With the exception of the information used to support events and to provide our technical support, our operating databases, servers and backups are held within the relevant region:

- a) Australia & New Zealand: personal information held in Australia
- b) Canada: personal information held in Canada
- c) Ireland and United Kingdom: personal information held within the European Economic Area

## 6. Data security

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used, altered, disclosed or accessed in an unauthorised way. In addition, we limit access to your personal information to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal information on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected data security breach and will notify your Institution of a suspected breach where we are legally required to do so.

## 7. Data retention

We will process and store your personal information for as long as we remain a data processor of the data controller. In any case, your personal information will only be retained for as long as necessary to fulfil the purposes for which it was collected, including for the purposes of satisfying any legal, accounting, or reporting requirements.

## 8. Rights of access, correction, erasure, and restriction

### Your Rights In Connection With Personal information

Under certain circumstances, by law you have the right to:

- **Request access** to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information that is being held about you and to check that it is being lawfully processed.

- **Request correction** of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- **Object to processing** of your personal information if there is something about your particular situation which makes you want to object to us processing your personal information on the grounds of legitimate interests.
- **Request the restriction of processing** of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
- **Request the transfer** of your personal information to another party.
- **Lodge a complaint** with a supervisory authority.

Any queries in relation to the above rights should be directed to the data controller's DPO.

## 9. Changes to this privacy notice

This version was last updated on 14 December 2020 and can be obtained by contacting us.

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.

If you have any questions about this privacy notice, please contact the data controller's DPO.

## 10. NousCubane companies

Australia and New Zealand: Cubane Consulting Group Pty Ltd, ABN: 15 613 111 443

UK: Cubane Consulting (UK) Limited, Company No. 09526740

Canada: Cubane Consulting (Canada) Ltd, Corporate No. C1169363