

# Privacy Declaration

January 2026

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# Privacy Notice

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## Purpose of this notice

The University of Canterbury (“we”, “us”, “our”) cares about your privacy and wants to be open with you about what we do with your personal information. This Privacy Notice describes how we collect, use, and share personal information and explains your rights in relation to those activities. We must comply with the Privacy Act 2020, the Public Records Act 2005 and the Official Information Act 1982.

If you would like to get in contact with us, you can email us at [privacy@canterbury.ac.nz](mailto:privacy@canterbury.ac.nz)

## Why do we collect your information?

Collection of your personal information is necessary to carry out our functions and activities as a University and as an employer. These are our “purposes” and include:

- our learning, teaching, research and other educational activities
- our administrative, employment, and management activities
- the services and benefits that we provide (including through third parties)
- communicating with you or with your emergency/alternative contacts
- our legal, regulatory and contractual obligations
- monitoring, evaluating and improving our performance and effectiveness
- the recruitment, marketing and fundraising activities that we undertake
- providing a safe, healthy and supportive environment
- providing an appropriate level of student support and to support the wellbeing of our students and staff
- ensuring we can comply with government requirements (including in relation to emergency and public health measures, pastoral care codes)
- promoting equity and diversity
- maintaining an engaged community of students, staff, alumni, donors and other persons with a connection to us

In some cases, collection of your personal information is required under New Zealand law (including the Education and Training Act 2020 and the Children’s Act 2014 for example). Without your personal information, we may not be able to enrol you as a student, employ you as a staff member or provide services and benefits to you.

## How do we collect information?

We collect information about you in three ways:

### Information that you provide to us

This includes information provided:

- as part of our marketing, recruitment, enrolment, conferment and employment processes and operations
- when you register for, enrol at, or use our services and facilities
- when you register or attend events, functions and conferences

- when you participate in surveys and competitions
- through your discussions and interactions with us
- when you apply to go on an exchange programme, field trip or work placement
- when you apply for a scholarship or award
- if you make a donation or gift to us

## **Information we automatically collect**

This includes information collected:

- through your use of our websites ([including via cookies](#)), emails, and other services and systems that we provide to you (including Wi-Fi and our learning management systems)
- through CCTV footage and recording of lectures and seminars

## **Information we collect from third parties**

This includes information collected or provided:

- from publicly available sources (including media articles, social media, company and charity filings, and the internet)
- by other Universities – included but not limited to:
  - information about misconduct findings i.e.: suspension from any other New Zealand tertiary education provider.
  - Information provided to use by organisations which you attend for the purpose of workplace learning (including in respect of your performance on your placement or practicum, and any health and safety incidents or other issues that occur during your placement or practicum).
- by relevant government or education agencies and providers (including the Ministry of Education, the Tertiary Education Commission, the Ministry of Social Development (including Work and Income and StudyLink), the Inland Revenue Department, the Ministry of Foreign Affairs and Trade, the Ministry of Health and Primary Health Organisations (PHOs), Statistics New Zealand, Immigration New Zealand, the Accident Compensation Corporation, the Education Review Office, and the New Zealand Qualifications Authority)
- by our recruitment agents who may be located in New Zealand or abroad
- by third parties that provide services to us or you (including exchange partners, scholarship providers and accommodation providers)
- through reference or other pre-employment checking prior to employment or provision of a benefit
- by our photographers and videographers
- by third parties who we share information with as set out below in ‘Who do we share information with’

# What information do we collect?

## Student

If you are a student (or prospective student), the information we collect includes your:

- biographical details (including name, former name, alias, gender, gender identity and date of birth)
- contact details (including address, telephone, email, and emergency and alternative contact details)
- education record and academic/research history
- citizenship or residency information
- country of origin and ethnicity
- iwi affiliation (if you are a Māori student)
- National Student Number
- National Health Number
- IRD number (required for Final-Year Fees Free)
- interactions and communications with us and our systems
- your location (including whether you are accessing our systems from on or off-campus and your location on campus)
- device ID (when you use a device to connect to our systems)
- whether you have been sanctioned or excluded from UC or another New Zealand tertiary education institute
- your image (for example, through CCTV footage and for student ID cards)
- your voice (through recording of lectures/seminars)
- other information that you have decided to share with us

In addition, depending on your programme of study or involvement with specific services that we offer, we could also collect information about your:

- areas of study interest (if you are a prospective student)
- passport and visa details
- English language proficiency
- health and disability information (where you have enrolled with Student Care, Equity and Diversity, Accommodation, Recreation Centre or the Health Centre, applied for a field trip, student exchange or study abroad programme, or have otherwise consented to us collecting this information)
- career information (including aspirations and relevant work history/experience)
- financial information (including how you will pay for your studies, credit/debit card or bank account details, where you have provided these to us)
- criminal convictions (if necessary for certain programmes or work placements)
- information provided through reference checking processes for accommodation or other benefits
- health and travel insurance arrangements (if, for example, you are an international student or going on a field trip or student exchange)
- information about your child provided by you to our Early Childhood Learning Centre (if you have enrolled your child in at the Centre)

## Staff member or Contractor

If you are a staff member, the information we collect includes your:

- biographical details (including name, former name, alias, gender and date of birth)
- contact details (including address, telephone, email, and emergency contact details)
- education record and academic/research history
- professional affiliations
- previous employment history (e.g. your CV)
- bank account and tax information
- citizenship and passport details, and (where relevant) information on your entitlement to work for us in New Zealand
- criminal convictions, credit history and other pre-employment vetting and verification information
- country of origin and ethnicity
- iwi affiliation (if you are a Māori staff member)
- health and disability information
- interactions and communications with us and our systems
- your location (including whether you are accessing our systems from on or off-campus and your location on campus)
- device ID (when you use a device to connect to our systems)
- credit card details (where you have provided these to us)
- your image (for example, through CCTV footage, and for staff ID cards and the staff directory)
- your voice (through recording of lectures/seminars)
- information provided through reference checking processes
- information about your child provided by you to our Early Childhood Learning Centre (if you have enrolled your child in at the Centre)
- trade union membership
- other information that you have decided to share with us

If you are a prospective staff member applying for a position with us, or a contractor engaged (or seeking to be engaged) to provide services to us, the information we collect about you will include the categories of information described above that are necessary for us to consider and decide upon your application for employment, or to decide and manage your terms of engagement with us.

## Alumni

If you are a member of our alumni, the information we collect includes your:

- biographical details (including name, former name, alias, gender and date of birth)
- contact details (including location, address, former addresses, telephone, email, social media and website links, contact preferences)
- education record and academic history (including your associations with us when you were a student – such as your hall of residence and club membership)

- ethnicity (if we were required to collect this under New Zealand law from when you were a student)
- interactions and communications with us and our systems
- device ID (when you use a device to connect to our systems)
- responses to our electronic communications (including what you open, any comments you make, and your location)
- events you have been invited to and whether or not you have responded or attended

In addition, we could also collect information about your:

- family details, including spouse/partner and children
- links with other organisations and individuals (including alumni, supporters and potential supporters)
- business details including positions, organisation, professional memberships and qualifications
- career highlights and other lifetime achievements
- outside interests and membership of groups
- media articles
- other information that you have decided to share with us

## Donor

If you are a donor, or a person we have identified as a potential donor, the information we collect includes your:

- biographical details (including name, former name, alias, gender and date of birth)
- contact details (including location, address, former addresses, telephone, email, social media and website links, contact preferences)
- credit card details (if you have provided these to us)
- interactions and communications with us and our systems
- device ID (when you use a device to connect to our systems)

In addition, we could also collect information about your:

- education record and academic history (including your associations with us if you were a student – such as your hall of residence and club memberships)
- ethnicity
- responses to our electronic communications (including what you open, any comments you make, and your location)
- events you have been invited to and whether or not you have responded or attended
- family details, including spouse/partner and children
- links with other organisations and individuals (including alumni, supporters and potential supporters)
- business details including positions, organisation, professional memberships and qualifications
- career highlights and other lifetime achievements

- outside interests and membership of groups
- wealth and philanthropic interests
- media articles
- donations of time, expertise or money (including to organisations other than us)
- other information that you have decided to share with us

## Other Association with Us

If you have had an association with us (you may have studied here short term, taken part in an exchange, attended an event or have some other association with us), the information we collect could include your:

- biographical details (including name, former name, alias, gender and date of birth)
- contact details (including location, address, former addresses, telephone, email, social media and website links, contact preferences)
- interactions and communications with us and our systems
- device ID (when you use a device to connect to our systems)
- links with organisations and individuals (including alumni, supporters and potential supporters)
- business details including positions, organisation, professional memberships and qualifications
- credit card details (where you have provided these to us)
- career highlights and other lifetime achievements
- outside interests and membership of groups
- media articles
- events you have been invited to and whether or not you have responded or attended
- donations of time, expertise or money (including to organisations other than us)
- other information that you have decided to share with us

## Who will have access to your information?

Our staff will have access to your personal information where they have a genuine need to do so for our purposes (see “Why do we collect your information” above). Wherever possible, we anonymise information so that you are not identifiable.

Information may be accessed, used and disclosed where an investigation is being undertaken in relation to potential misconduct.

There are circumstances where we share some specific categories of personal information with external people and organisations. However, we only do this where it is strictly necessary for our Purposes (see above), or it is permitted or required by law (including the Privacy Act 2020 and Education and Training Act 2020). We do not pass on all information that we collect – only what is reasonably required in the particular context.

We also ensure that any information we share is used by the external person or organisation only for the purpose for which we shared it and, if possible, we anonymise information so that you are not identifiable.

We will not sell your information to anyone.

## Who do we share information with?

People and organisations we share specific categories of information with include:

- New Zealand Government departments and agencies – including the Ministry of Education, the Tertiary Education Commission, the Ministry of Social Development (including Work and Income and StudyLink), the Inland Revenue Department, the Ministry of Foreign Affairs and Trade, the Ministry of Health and Primary Health Organisations (PHOs), Statistics New Zealand, Immigration New Zealand, the Accident Compensation Corporation, the Education Review Office, and the New Zealand Qualifications Authority
- My eQuals
- other tertiary education institutions or English language testing services
- secondary schools, for use in honours boards, school publications and for the purposes of improving teaching practice
- service providers contracted to the University (including third party accommodation providers)
- organisations that provide services related to your status as a student or staff member (including public transport providers, academic dress hire providers and organisations that provide discounts or benefits)
- referral to external welfare services in accordance with our commitments under the Pastoral Care Codes
- professional registration agencies (e.g., the Education Council of Aotearoa New Zealand and New Zealand Law Society)
- organisations and individuals responsible for course moderation, accreditation or quality assurance
- ranking and benchmarking agencies
- employers and internship providers (only where you are undertaking a work placement as part of your programme of study)
- industry partners (only where you are undertaking workplace learning)
- alumni groups, societies and organisations
- scholarship or prize providers and sponsors (only if you have applied for, or been awarded, a scholarship or prize)
- our Iwi partners (only where you have identified an affiliation with a particular iwi)
- providers of StudentSafe insurance (only if you are an international student or are studying with us on an exchange)
- student associations and clubs
- organisations and individuals involved in hosting events that you attend
- your emergency contacts (in an emergency situation or if we have concerns about the safety, security or wellbeing of yourself or others)
- next of kin/emergency contacts/NZ Police – in a situation relating to serious concerns around the safety, security or wellbeing of yourself or others we will disclose if you are/are not a current UC student
- UC International College (UCIC)
- your agent, homestay or funder if you are an international student
- our insurers, professional advisers and auditors

- federation services such as Tuakiri New Zealand Access Federation
- for the purposes of unpaid infringement debts related to parking, information may be gathered from the NZTA motor vehicle register. This may be passed to debt collectors

## **How long do we keep personal information for?**

We retain your personal information for as long as is necessary for the purposes as set out above and for us to comply with our legal obligations and perform our contracts with you.

We are required under New Zealand law to retain information in accordance with the Public Records Act 2005.

## **Additional Information**

### **Analytics and Automated Decision Making**

We may use data analytics or tracking activities (including by automated means) to:

- improve the quality of our teaching and learning activities
- measure space utilisation on campus, traffic flows, and attendance at our activities (including lectures and tutorials)
- tailor support services and pastoral care for you
- support you in your learning and academic achievement
- personalise our communications with you

We do not engage in any form of profiling that would give rise to a claim of discrimination (including as defined in the Human Rights Act 1993).

We do not use solely automated processes to make any decisions that would affect you in any way.

### **Communications and Marketing**

We will use your information to communicate with you and carry out our marketing activities. Generally, these communications are by email, text message, post or telephone. You can unsubscribe from these communications at any time by clicking on the “unsubscribe” link in an email or by emailing [records@canterbury.ac.nz](mailto:records@canterbury.ac.nz) or phoning +64 3 369 3999

We do not pass on your information to other organisations for their own communications and marketing purposes.

### **Graduation and Degree Information**

We will publish your name, degree and year of graduation on our online roll of graduates, in our Council papers and in our graduation programme (where appropriate). We will also provide graduation and degree information to My eQuals.

If you do not want to be included in the online roll of graduates, please email [graduation@canterbury.ac.nz](mailto:graduation@canterbury.ac.nz) or call +64 3 369 3999.

## Donor activities

We may carry out research to assess your likely ability and willingness to make donations or gifts to the University so that we can better tailor our fundraising approaches or requests. This research, which is sometimes known as prospect research may include collecting and storing information about you that is publicly available as well as information that you have provided to us. We may carry out this research ourselves or we may use a third party. If we use a third party, we will ensure that your information is held confidentially, with appropriate security safeguards and only used in accordance with our strict instructions.

If you would not like us to carry out the above activities in relation to you, please email [alumni@canterbury.ac.nz](mailto:alumni@canterbury.ac.nz) or call +64 3 3693839.

## Alumni activities

We use your information to help us plan our alumni and donor activities and determine whether or not we should contact you in relation to particular communications or activities. This assists with ensuring that our communications and activities are relevant and of interest to you and ensuring our alumni are connected with the University.

If you would not like us to carry out the above activities, please email [alumni@canterbury.ac.nz](mailto:alumni@canterbury.ac.nz) or call +64 3 3693839.

## ID numbers

If you are a student, alumni or a staff member, a unique identifier (in the form of a student or staff ID number) will be assigned so that we can carry out our purposes effectively and efficiently.

## How do we keep your information secure?

We take all reasonable steps to keep your information safe and secure. In some instances, your personal information may be transferred, and held, by service providers in New Zealand and overseas (for example, where it is stored using a cloud-based service). Where this occurs, we do everything reasonably within our power to ensure that the service provider also has reasonable security and data protection measures in place. Like most organisations, we use a range of IT providers to provide services. We take reasonable care to select reputable IT providers to store and manage personal information.

We will not transfer your information to an overseas-based service provider or organisation unless we are satisfied that the service provider has obligations to protect your information in a way that is comparable to the protections afforded by New Zealand privacy law, or another criterion in Information Privacy Principle 12 has been met, or you expressly consent to the transfer.

We store most of the personal information we collect and generate electronically on Microsoft Azure cloud servers located in Australia. We also use Microsoft Office 365 for our email and other office productivity applications. This means that the personal information we hold may be transferred to, or accessed from, countries other than New Zealand.

For further information about the security provided around Microsoft's Cloud Services please visit the [M365 Trust Centre](#).

## What are your rights?

You have the right to ask for a copy of any personal information we hold about you, and to ask for it to be corrected if you think it is wrong (and you are unable to update it yourself through a relevant online

service). If you would like to do this, please email [privacy@canterbury.ac.nz](mailto:privacy@canterbury.ac.nz). You may need to provide specific details about the nature of your relationship with the University and the information you are seeking so that we can easily locate it for you.

We'll respond to your request as soon as reasonably practicable and no later than 20 working days after we receive it.

You may request personal information to be deleted where this is permitted under the Public Records Act:

- If you were only a potential future student (prospect) and did not attend UC we are able to delete your records. To do this please provide your full legal name and the email address associated with your account. Please also confirm if you applied for a scholarship.
- If you are a former student or staff member your records will be required for varying lengths of time as per the Universities Disposal Schedule. If you believe there is personal information which we store about you which you would like us to delete, please provide your full legal name and the email address associated with your account, your student ID if known and details of which information you would like deleted and we will assess if the deletion is permissible under legislation.

If you would like to have your personal information deleted as in accordance with applicable law, please email [privacy@canterbury.ac.nz](mailto:privacy@canterbury.ac.nz).

You also have the right to make a complaint to the Office of the Privacy Commissioner if you think we have breached, or may have breached, your privacy. You can contact the Office of the Privacy Commissioner at [www.privacy.org.nz](http://www.privacy.org.nz).

## **Other privacy notices**

On occasions, we may supplement this privacy notice with other specific privacy notices. Those specific privacy notices apply in addition to this privacy notice.

We may also make available to you services provided by third parties. For example, the Office 365 suite. When you use these services, the service provider may collect personal information from you in accordance with its own privacy notice. The service provider may share some or all of that information with us; we will hold personal information shared with us in accordance with this privacy notice but otherwise the service provider's privacy notice applies to personal information collected by these third-party services.