



# Privacy Notice – Nous Data Insights as Data Processor

Effective starting: 1 May 2025

## 1. Who we are and what we do

Nous Data Insights (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, support services and teaching program. 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.

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 directly or indirectly identified. The types of personal information we process are outlined in **Table 1**.

**Table 1: Personal information processed**

Group	Personal information processed
UFAST, UFAalytics and UFHelp users	Personal information for account registration / management purposes, including your name, phone number, email address and UniForum user role (if applicable)
For institution staff included in a UniForum Professional Services Collection and/or Teaching Effort Collection	Personal information about your role as an employee of the institution, such as your name, email and details of your role (including ID numbers / codes issued by your institution, pay details, supervision / reporting lines, and the scope of your role).
For opinion survey invitees and participants	Personal information to invite you to participate in the survey, including your name and email address and any other details of your role that are collected in response to the survey (including organisation unit, pay scale group and role type).
For suppliers who are sole traders to institution(s)	Personal information about you and your contract with the institution (including your supplier ID, Government Business ID, business name, contract information including rates, and your services).

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). 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. Lawful 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 lawful

basis for the processing of your personal information. These legitimate interests involve improving the effectiveness of the management of its administration and support services and its teaching programs.

## 5. Data sharing, storage and backup

We have offices in Australia, Canada and the United Kingdom ('Nous Data Insights group of 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 and United Kingdom will be on the basis that adequate safeguards are in place, including (as applicable) the European Commission standard contractual clauses (EU SCCs) and the United Kingdom's International Data Transfer Agreement (UK IDTA). 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 UFHelp 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 and New Zealand: personal information is held in Australia
- b) Canada and Mexico: personal information is held in Canada
- c) Ireland and United Kingdom: personal information is held within the European Economic Area and United Kingdom

## 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 1 May 2025. You can obtain a current version by contacting us.

We reserve the right to update this privacy notice at any time, and we will provide you with access to 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. Nous Data Insights group of companies

Australia and New Zealand: Nous Data Insights (ANZ) Pty Ltd, ABN: 44 139 204 943

UK: Nous Data Insights (UK) Ltd, Company No. 09526740

Canada: Nous Data Insights (Canada) Ltd, Corporate No. C1169363