



**Privacy Office
Legal Services**
University of New England
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Australia

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University of New England CRICOS Provider Number 00003G

Targeted Tutorial Assistance (TTA) Program – Privacy Collection Notice – For students

Your personal information is being collected by the University of New England for the purpose of administering your participation in the Targeted Tutorial Assistance (TTA) program delivered by Oorala Aboriginal Centre.

Your personal information may be used by UNE in the future to monitor and improve the TTA program and to contact you about additional academic support services.

Your details will be provided to Eigenstate Pty Ltd (trading as ATEMS) so that they can provide tutoring management platform services on UNE's behalf. Your personal information will not be disclosed to any other third party without your consent unless required or permitted to do so by law.

What is ATEMS?

ATEMS is a tutoring management platform provided by Eigenstate Pty Ltd, a third-party service provider based in Sydney, Australia. ATEMS helps Oorala Aboriginal Centre coordinate your tutoring sessions, match you with tutors, schedule appointments, and track your progress through the TTA program.

When you enrolled at UNE, you completed the UNE Enrolment Declaration which includes consent for the University to disclose your personal information to third-party service providers like Eigenstate who assist us in providing services to you.

What information is provided to ATEMS?

Specifically, the following information about you is provided to ATEMS:

- Your full name
- Your student number
- Your email address
- Your phone number
- Your gender
- Your program of study
- Units you are enrolled in that are supported by the TTA program
- Your tutoring session bookings and attendance
- Tutor feedback about your academic progress and learning needs
- Your preferences regarding tutoring (e.g., preferred times, learning style)

Where is your information stored?

Your information is stored on secure servers located in Sydney, Australia. Eigenstate is an Australian company and maintains ISO27001 security certification.

Your information is protected by:

- Encryption during transmission and storage
- Role-based access controls (only authorized Oorala staff and your assigned tutors can view your information)
- Secure data centres with physical security controls
- Regular security audits

Your information is not used by Eigenstate for any other purpose, including marketing, analytics, or product development.

How long is your information kept?

Personal information will be retained by ATEMS for the duration of your studies at UNE. Upon graduation (or 12 months after your last login to the service, whichever occurs first), your personal information will be de-identified for historical reporting purposes.

Students who continue as tutors will have their data retained for the duration of their tutoring role.

Your rights - Access and Correction

You have the right to access and correct your personal information held in ATEMS.

To access or correct your information contact:

Oorala Aboriginal Centre
Email: ooralасupport@une.edu.au
Phone: (02) 6773 3034

Privacy concerns or complaints

If you have concerns about how your information is being handled in ATEMS, or wish to make a privacy complaint, please contact:

UNE Privacy Officer
Email: privacy@une.edu.au
You can also refer to UNE's **Privacy Management Plan** at:
<https://www.une.edu.au/about-une/governance-and-structure/privacy>

Questions?

If you have any questions about this notice or about how your information is used in the TTA program, please contact **Oorala Aboriginal Centre** at [insert contact details].