

Targeted Tutorial Assistance (TTA) Program – Privacy Collection Notice

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 (if provided to Oorala)
- 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?

Your information is retained in ATEMS for the duration of your participation in the TTA program and for 7 years after you complete the program, in accordance with UNE's records management requirements under the State Records Act 1998 (NSW).

If you withdraw from the TTA program or graduate, your information will be retained in accordance with UNE's retention schedule and will be deleted from ATEMS when no longer required for university purposes.

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: ooralasupport@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].