## 1. Introduction

CUC Snowy Monaro (hereafter referred to as the CUCSM) provides access to the Centre and its available resources, including but not limited to:
- Premises of the Centre, including the building and surrounding area,
- All internal facilities including kitchens, bathrooms, study areas, social spaces, audio-visual rooms, meeting rooms (excluding staff-specific areas), and
- Services related to information technology, including computer hardware, software, and internet access.

The Centre is open to registered students who are enrolled at a university or other educational institutions and training providers and wish to complete their studies there.

## 2. Registration

To register for access to and use of CUCSM students must:
- Be enrolled in a course of study at a university, vocational registered training organisation, other approved education institution or a course approved by CUCSM,
- Complete the Registration Form for each registration term, and
- Abide by all requirements in this agreement.

Once approved, student registration will be active until the end of the registration term in line with CUCSM semesters: January to June and July to December. Continuing students may renew their registration for terms of six months. Students may access available resources during the term of their registration, subject to this agreement.
The student may withdraw their registration at any time by informing CUCSM staff in writing of their decision.

## 3. Student Obligations

Students using CUCSM and resources must:
- Take reasonable care for their health and safety,
- Ensure that they do not adversely affect other people's health and safety,
- Comply, so far as they are reasonably able, with any reasonable instruction of CUCSM, and
- Report any known safety hazards to CUCSM.

When using CUCSM resources and interacting with CUCSM staff and other users, students must observe the following behaviour standards:

- Comply with all lawful and reasonable CUCSM directions, policies, and procedures.
- Refrain from any conduct that may cause any reasonable person unwanted offence, annoyance, or embarrassment.
- Ensure that CUCSM resources are protected and used responsibly.
- Do not engage in any antisocial behaviour.

Under no circumstances is the following permitted on CUCSM premises (unless approved in writing by the Centre Manager):

- Smoking, drugs, or alcohol,
- Unregistered users,
- Pets, or
- Persons under the age of 18, unless they are approved registered students, or visiting the Centre as part of an approved program activity or event.

At the end of the student's final registration term, they must return any CUCSM property, including any Centre swipe cards, to CUCSM. If property is not returned, replacement fees may be applied.

| 4. | Termination |
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If CUCSM considers that a student is in breach of this agreement, they may give the student a written warning requiring a response or terminate their registration immediately. Students will be notified in writing.

If the student does not respond to the written warning within the set timeframe, CUCSM may terminate this agreement by giving them written notice.

CUCSM will consider the student's response to the written warning and will either:

- Withdraw the written warning,
- Allow the student to continue to use CUCSM resources subject to conditions, or
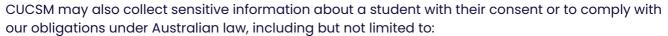- Terminate this agreement by giving them notice in writing.

Students who have been issued a written warning in the past and who have committed another breach of this agreement may be terminated by CUCSM in writing.

| 5. | Privacy |
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CUCSM is committed to respecting student privacy and complying with all privacy obligations under the Privacy Act 1988 (Privacy Act), including the Australian Privacy Principles. CUCSM collects personal information from students during registration to assess eligibility for access to the Centre and its resources. The information collected includes, but is not limited to:

- Full name
- Address
- Phone number
- Email address
- Emergency contact
- Gender
- Date of birth
- Student enrolment information:
  - Education institution
  - Course
  - Subjects
  - Mode of study
  - Institution ID
  - Unique Student Identifier (USI)

CUCSM may also collect sensitive information about a student with their consent or to comply with our obligations under Australian law, including but not limited to:

- Language or cultural background,
- Citizenship status,
- Status as an Indigenous Australian,
- Disability status, and
- Health and medical information.

The purpose of collecting the above information allows CUCSM to facilitate appropriate assistance in the event of an emergency, for quality assurance and planning purposes, to align the strategy and resourcing needed, to promote CUCSM in the media and with stakeholders, and to comply with legislative reporting requirements.

CUCSM will only collect sensitive information with consent or if required by law. In the absence of this information, students may not have access to certain resources. All reasonable options will be provided to students so that they can directly provide their information. CUCSM may occasionally collect personal information about students from third parties. As a result, CUCSM will take reasonable steps to ensure that students are aware of the information provided and the privacy statement.

CUCSM provides students with the choice of whether to be contacted concerning goods, services, or promotions when they fill out their registration form. Upon initial acceptance, students will be advised that they may decline this service and can opt out at any time. There may be cases, however, where student contact may be conducted, such as in the event of an emergency.

To support students in their studies, CUCSM may share relevant student details with their education provider and other third parties who facilitate education and student services. This may include:

- Verifying enrolment details with universities and other educational institutions.
- Liaising with student support services to enhance student learning outcomes.
- Engaging with third-party educational service providers, including online platforms, for learning resources and programs.
- Complying with regulatory reporting requirements as mandated by government and education sector authorities.

All personal information collected, stored, used, and disclosed by CUCSM will be handled according to the Privacy Act. Students who have concerns or questions about the protection of their private information or how privacy is protected should contact the Centre Manager.

## 6. Centre Access

To access CUCSM, students will receive a swipe card or smartphone access. Access must not be shared or used by anyone but the student. Lost or stolen access must be reported to CUCSM staff as soon as possible. In some cases, replacement costs may be incurred.

Students must return any physical access tokens to CUCSM at the end of their final term of registration.

## 7. Access Hours

CUCSM will be accessible to registered students with a valid access token from 5.00am – 2:00am every day or otherwise specified. In the event that CUCSM closes on a public holiday or other event, the students will be notified in writing.

CUCSM will be alarmed with back-to-base security at 2:00am every day, or otherwise specified. If any students remain inside the centre once the alarms are set, they will be responsible for any associated emergency services call-out costs and may have their registration terminated. CUCSM will be alarmed until 5.00am every morning unless otherwise specified by CUCSM.

## 8. Emergency Procedures

The safety and wellbeing of students and staff are paramount at CUCSM. To ensure preparedness and appropriate responses during emergencies, the following general guidelines and procedures apply:

- Students are encouraged to familiarise themselves with emergency exits, evacuation routes, and assembly points within the Centre. This information is displayed on emergency signage throughout the premises.
- In any emergency situation, students must remain calm and follow instructions provided by CUCSM staff or emergency personnel.
- Any safety concerns, suspicious activity, or hazards should be reported to a staff member promptly.
- In the event of an emergency requiring evacuation, students must proceed to the nearest safe exit and make their way to the designated assembly point.
- Students should not use lifts during an evacuation and must prioritise their own safety while assisting others if possible.
- CUCSM conducts regular emergency drills to ensure students and staff are familiar with safety protocols and procedures.
- Students are expected to participate in drills and adhere to all safety instructions during these exercises.

## 9. CCTV

CUCSM is constantly watched by CCTV and each access by a student is recorded. In the event of an incident in the centre, these records will be accessed by staff. If a student is identified as misusing the centre, that student is responsible for any damages or disruption caused.

On some occasions, a security team may patrol the premises during non-accessible hours.

## 10. Network Access

Students may connect their own devices, such as personal computers, notebooks, smartphones, and tablets to the network or use available devices provided by CUCSM. Any other connection, (re)patching, (re)cabling, reconfiguration of network hardware, or deployment of software constitutes a modification and must be approved.

CUCSM provides students with access to the CUCSM network for study-related purposes. Personal use within reasonable limits is also permitted, although unauthorised software cannot be downloaded, transmitted, or stored.

The speed and continuity of internet access depend on a wide range of factors, many of which are beyond the control of CUCSM.  As a result, CUCSM accepts no liability for any disruption of internet access.

| 11. | Network Security |
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The following activities, intentionally created, transmitted, or stored, are prohibited on CUCSM network:
- Information that is designed or is likely to:
  o Damage CUCSM reputation,
  o Be misleading or deceptive,
  o Result in victimisation or harassment,
  o Lead to criminal penalty or civil liability,
  o Be reasonably found to be offensive, obscene, indecent, threatening, abusive or defamatory, or
  o Cause annoyance, inconvenience, or needless anxiety.
- Offensive, obscene, or indecent images.
- Junk or chain mail.
- A computer virus or worm.
- Interfering with another CUCSM network user or violating their privacy.
- Disrupting or illegally accessing computer systems, including the CUCSM network and those external to it. This includes deliberately bypassing network filtering and anti-virus systems.
- Transmitting or receiving material in breach of copyright laws.
- Using the network for unapproved commercial purposes (e.g., The transmission of unsolicited commercial or advertising material.
- Port scanning (the scanning of another machine to determine which services are running).
- Masquerading as another real or fictitious user (for example, forgery of the source of mail messages or news articles).
- Using password capturing or network sniffer programs.
- Installing misappropriated, or unlicensed software.
- Running of peer-to-peer file sharing systems.

Students must report breaches or suspected breaches of this agreement to CUCSM staff.

| 12. | Monitoring |
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CUCSM collects statistical data regarding the operations of its electronic communications systems to ensure the ongoing availability, reliability, and security of these systems, including the detection of unauthorised usage and other problems. This includes, but is not limited to network usage, data transmitted, movements through access tokens, user logins and device details, as well as data regarding system usage and performance.

CUCSM will monitor individual user communications only in the event of a suspected breach of this agreement.

| 13. | Data Security |
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Students are responsible for saving work and data using their own storage devices.  There is no liability on the part of CUCSM for any loss of data or corruption of data. Any damage to or loss of data, hardware or software resulting directly or indirectly from the use of CUCSM or for any consequential loss or damage is not the responsibility or liability of CUCSM. CUCSM makes no warranty, express or implied, regarding CUCSM or its suitability for any particular purpose.

While CUCSM seeks to ensure privacy when connected, it cannot guarantee the confidentiality of any information stored on or transmitted through the CUCSM network.