

University of Queensland Union and UQU Rewards Program Membership Terms & Conditions

Introduction

Membership of the University of Queensland Union (UQU) is voluntary. Participation in the UQU Rewards Program is voluntary.

If you wish to participate in the UQU Rewards program and are eligible to be a member of the UQU, you agree and understand that by choosing to pay the UQU Rewards fee you are also volunteering to become a UQU member.

If you are not eligible to be a member of the UQU and wish to pay to participate in the UQU Rewards program you may do so, although the rights of UQU membership will not be available to you.

UQU Rewards Membership program operates under the following Terms and Conditions. These Terms & Conditions are to be read in conjunction with any other terms and conditions which UQU publish from time to time.

If there is any conflict between what is set out in these terms and conditions and what a Member has been told by a UQU staff member or its agents, these terms and conditions will prevail.

Every Member is responsible for being aware of these Terms and Conditions (as varied from time to time) available at <https://www.uqu.com.au/rewarding-u>

Definitions

Benefits: means use of the facilities, services or arrangements offered to UQU members and/or UQU Rewards members.

Member: means any person who has applied for a UQU Rewards membership and, having paid the necessary fee, been admitted to the program and present with a UQU Rewards digital card.

Partner: means any third party with whom the UQU has an arrangement, from time to time, to provide goods or services to members

Program: means the UQU Rewards Program

Terms & Conditions: means these Terms & Conditions

UQU: means the University of Queensland Union

For the purposes of these Terms and Conditions, the Terms UQU membership and UQU Rewards Program members may be interchangeable.

1. General

- 1.1. The promoter of the UQU Rewards Program is the University of Queensland Union. Level 4, Union Complex (Bld 21A) University of Queensland QLD 4072
- 1.2. An applicant becomes a member of the Program upon UQU receiving a completed application form and payment of the relevant fee (annual fee). All UQU members and UQU Rewards Program members acknowledge and agree to be bound by these Terms and Conditions.

- 1.3. The UQU has your permission to contact you with relevant information regarding the Program and the UQU by email, phone, and text message.
- 1.4. Communication may continue after a membership has expired.
- 1.5. Members may unsubscribe from the Program's communications at any time by using the unsubscribe function on any communication they receive or by contacting the UQU.
- 1.6. UQU may share anonymous and aggregated information with current or prospective partners for the purposes of securing better offers for the Program members.
- 1.7. Upon joining, members can access their digital Rewards membership card via the Qpay app. Digital cards have unique membership number and available in Google/Apple Pay Wallet. There are no physical cards. Digital cards are not transferable and remain the property of the UQU.
- 1.8. Proof of identity will be required for your membership to be validated.
- 1.9. These Terms and Conditions are effective as at the date of publication (January 2020) and UQU reserves the right to amend them as required.
- 1.10. UQU will always try to notify members when these changes take place but shall not be liable in any way for any failure to do so.

2. UQU Membership

- 2.1. Persons eligible for UQU Membership agree that the act of paying to participate in the Program simultaneously enrolls them as a member of the UQU and that by paying to participate in the Program they shall be deemed to have elected voluntarily to join the UQU.
- 2.2. There are two levels of UQU Membership:
 - 2.2.1. UQ Student Membership: For UQ students giving access to all Benefits and Services promoted in each year's membership listings
 - 2.2.2. Non-UQ Student Membership: For people who are not UQ Students who wish to gain access to the benefits available through the Program. Some benefits are not available to non-students.
- 2.3. Memberships can be purchased annually.
- 2.4. Membership fees are paid annually.
- 2.5. People ineligible for UQU membership may participate in the Program by paying the annual fee. Such members will enjoy access to most of the benefits of the Program; however, they will not be eligible for the rights associated with UQU membership.
- 2.6. 2020 UQU Rewards membership expires 12 months from date of purchase.

3. Membership Registration

- 3.1. Application to join the Program can be made online at <https://www.uqu.com.au/rewarding-u> or in person at UQU reception or sales stalls.
- 3.2. UQ Student Identification will be required to purchase a UQ Student Membership. The UQU reserves the right, at its sole discretion, to refuse membership to any applicant.

4. Refunds & Cancellations

- 4.1. The amount paid for membership is non-refundable and non-transferable after purchase.
- 4.2. No refunds will be given for UQU Rewards purchases.

5. Card & App Use

- 5.1. Members are encouraged to download the UQU Rewards app.

Members will receive an SMS after their UQU membership purchase to download and login to the QPay app – Members are then prompted to save their digital UQU Rewards card in their smartphone wallet

- 5.2. The app may contain links to third party web sites or services that are not controlled by the UQU. The UQU has no control over, and assumes no responsibility for, the content, privacy policies or practices of any third party.
- 5.3. Members can redeem eligible offers upon presentation of their digital card at point of sale. Alternatively, Rewards Partners will provide a special discount code which members can use upon redemption of offer.
- 5.4. Entry into an event is subject to the Terms and Conditions of that event. Possession of a UQU Rewards membership does not automatically admit a member into that event.
- 5.5. Members may only use their UQU Rewards membership for their own benefits. Membership is non-transferable and cannot be used by anyone other than the member. Members may not lend or give their membership to another person for their use.
- 5.6. The UQU reserves the right to cancel a membership in the event of unauthorised use.

6. Benefits of UQU Rewards Program

- 6.1. All offers are subject to the individual Terms and Conditions of the partner and may change or be cancelled at any time without notice. Changes will be published as soon as possible on the UQU Rewards app.
- 6.2. Partner participants may change at any time without notice.
- 6.3. Some third party offers available through the Program will be exclusive to UQ Student Members and will not be available to Non-UQ Student Members. In making a purchase or accepting a partner offer the member enters into a contract directly with the partner concerned and not with the UQU.
- 6.4. Some offers require members to sign up as a member with third party programs. This is at the discretion of members, in doing so, members may be communicated with directly by the third party. You have the right to unsubscribe from these programs at any time.
- 6.5. Every effort has been made to ensure that the information provided to Members regarding member benefits is clear and correct, however the UQU is in no way responsible or liable for any inaccuracy in the information provided to members concerning the Program.
- 6.6. The UQU shall not be held liable for any loss or damage in relation to the products or services provided by third parties. Members should make their own enquiries regarding the terms and conditions that apply to products or services offered by third parties
- 6.7. The following exclusions apply to the UQU Rewards 10% discount at UQU outlets:
 - 6.7.1. Any transactions with Schonell Events & Catering.
 - 6.7.2. Venue or room hire at Schonell Theatre. The 10% discount is only valid for purchases at the Schonell Theatre Candy Bar.
 - 6.7.3. Function or catering purchases.
 - 6.7.4. Bulk purchases with set pricing (e.g. Pizza Caffè)
 - 6.7.5. Bar tabs at any UQU outlet.
 - 6.7.6. Any voucher offers (e.g. '\$3 Lolly Shop Popcorn Cup Diary Voucher' or '½ price off any Fuse Product')
 - 6.7.7. Any existing special promotion, discount or offer (e.g. \$10 Express Lunch).
 - 6.7.8. UQU Staff 20% Discount.
 - 6.7.9. Clubs & Societies outlet special offers.

6.7.10. Textbook sales from Secondhand Texts & Stationery.

7. UQU Member Packs

- 7.1.** Upon becoming a UQU Rewards UQ Student member you may be eligible to receive a member pack.
- 7.2.** The UQU member packs will be distributed to UQ Student members upon purchase of their membership
- 7.3.** Strictly one member pack per UQU Rewards member
- 7.4.** Any member found tampering with the member pack process, or who dishonestly attempts to collect more than one pack will not receive a member pack and may have their participation of the Program cancelled.
- 7.5.** Member packs are only available while stocks last and will be distributed on a first in, first served basis.
- 7.6.** The UQU is not liable if any member packs are lost, stolen or damaged.
- 7.7.** Member pack offers may change or be cancelled at any time without notice
- 7.8.** Member packs cannot be transferred or exchanged.

8. Membership Limitations

- 8.1.** No member is an agent, representative or partner of UQU by virtue of membership.
- 8.2.** No member has any power or authority to act for or to assume any obligation or responsibility on behalf of the UQU, to bind the UQU to any agreement, negotiate or enter into any binding relationship on behalf of the UQU.

9. UQU Rewards Membership - \$5 Welcome Credit

- 9.1.** The \$5 outlet welcome voucher offer is open to all 2020 UQU Rewards members with an active 2020 UQU Rewards membership card.
- 9.2.** Credit cannot be redeemed where the following transactions occur: (a) any transaction associated with a UQU Club, Society or Group event; (b) any transaction in conjunction with any other offer, discount, special or credit.
- 9.3.** The \$5 UQU Outlet welcome credit:
 - cannot be exchanged for cash.
 - must be redeemed in one (1) transaction only.
 - is valid for the purchase of any food and/or beverage item.
 - must be used within a single transaction. No change will be given. Any portion of the credit allocated that is not spent will be forfeited.
- 9.4.** Members must scan their active 2020 UQU Rewards card upon purchase and be correctly identified within the point of sale system for it to be deemed a qualifying purchase.
- 9.5.**
- 9.6.**

10. UQU Rewards Membership - \$5 UQU Outlet Birthday Credit

- 10.1.** The \$5 outlet birthday voucher offer is open to all 2020 UQU Rewards members with an active 2020 UQU Rewards membership card.
- 10.2.** A valid email address must be provided to receive reward credit. It is the responsibility of UQU Rewards members to update their nominated email address if their contact details change. The Promoter will not be held responsible for lost, delayed or undeliverable emails.

10.3. The \$5 credit will be allocated to the 2020 UQU Rewards members' card to spend at UQU Outlets as follows:

Member Birthday Month	Credit Issue Date	Redemption Period
January	Monday 17 th February 2020	Monday 17 th February – Friday 28 th February 2020
February	Monday 17 th February 2020	Monday 17 th February – Friday 28 th February 2020
March	Sunday 1 st March 2020	Sunday 1 st March – Sunday 31 st May 2020
April	Wednesday 1 st April 2020	Wednesday 1 st April – Tuesday 30 th June 2020
May	Friday 1 st May 2020	Friday 1 st May – Friday 31 st July 2020
June	Monday 1 st June 2020	Monday 1 st June – Monday 31 st August 2020
July	Wednesday 1 st July 2020	Wednesday 1 st July - Wednesday 30 th September 2020
August	Saturday 1 st August 2020	Saturday 1 st August – Saturday 31 st October 2020
September	Tuesday 1 st September 2020	Tuesday 1 st September – Monday 30 th November 2020
October	Thursday 1 st October 2020	Thursday 1 st October – Thursday 31 st December 2020
November	Sunday 1 st November 2020	Sunday 1 st November – Sunday 31 st January 2021
December	Tuesday 1 st December 2020	Tuesday 1 st December - Sunday 28 th February 2021

10.4. Credit cannot be redeemed where the following transactions occur: (a) any transaction associated with a UQU Club, Society or Group event; (b) any transaction in conjunction with any other offer, discount, special or credit.

10.5. The \$5 UQU Outlet birthday credit:

- cannot be exchanged for cash.
- must be redeemed in one (1) transaction only.
- is valid for the purchase of any food and/or beverage item.
- must be used within a single transaction. No change will be given. Any portion of the credit allocated that is not spent will be forfeited.

10.6. Members must scan their active 2020 UQU Rewards card upon purchase and be correctly identified within the point of sale system for it to be deemed a qualifying purchase.

10.7. UQU Rewards members may only use a UQU Rewards card registered in their own name. The \$5 birthday credit cannot be transferred to another person. UQU staff have the right to request for photo ID to prove identity and birthdate.

10.8. UQU Rewards member date of birth upon registration must match date of birth on photo identification.

10.9. The Promoter reserves the right to amend the \$5 Birthday Credit terms and conditions at any time. Wherever possible, the Promoter will provide members in advance of any such changes. Members will be deemed to have accepted updated terms if, after receiving them, they continue to use and redeem their \$5 Birthday credit.

10.10. The Promoter may refuse to authorise the issue of the \$5 Birthday Credit if they reasonably consider the offer is being used fraudulently by an individual member or members.

10.11. Unredeemed \$5 Birthday Credit will expire on the last trading weekday in the members' birthday month. In the case that the \$5 Birthday Credit is not redeemed by this date, it is assumed a member's \$5 Birthday Credit has been forfeited. Birthday Credit will not be reissued under any circumstances.

11. Information & Privacy

This Privacy Policy provides information on how University of Queensland Union manages personal information collected including personal information collected through this app.

The University of Queensland Union realises the importance of ensuring that personal information held by the company is treated confidentially, and is committed to ensuring that all personal information is only collected, disclosed, used and stored in accordance with the National Privacy Principles set out under the Federal Privacy Act 1988.

What is Personal Information?

'Personal Information' is information or an opinion (including information or an opinion forming part of a database) whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained from the information or opinion.

Use and Disclosure of Personal Information

Any personal information that we collect will only be used and disclosed for the purpose for which it has been provided to us.

Personal information may need to be disclosed to external service providers engaged by University of Queensland Union in order for those service providers to fulfil their service obligations to the firm. For example:

IT service providers who assist in managing University of Queensland Union's servers and networks may need to access client data in order to maintain the servers and networks

Where personal information is disclosed to an external party, University of Queensland Union will take steps to ensure that the external party treats such information confidentially and in accordance with the Federal Privacy Act 1988.

Your Consent

By becoming a UQU Rewards member you have accepted the UQU Rewards Terms & Conditions (available at <https://www.uqu.com.au/rewarding-u>) and consent to UQU collecting, handling, using and disclosing your personal information in accordance with those Terms & Conditions, and as permitted by any law.

Accessing and Correcting Personal Information

You may request us to provide you with access to personal information we hold about you by emailing marketing@uqu.com.au. We will process all requests for access to personal information in accordance with the National Privacy Principles. In most cases, we will provide you with access to your personal information. However, we may refuse access in certain situations as listed in the National Privacy Principles. If we refuse to give you access, we will provide you with reasons for our refusal.

If any personal information we hold about you is not accurate, complete or up to date, please let us know and, in most cases, we will use all reasonable efforts to update the information.

Personal Information Security

University of Queensland Union is committed to keeping secure the data you provide to us and we will take all reasonable precautions to protect your personally identifiable information from loss, misuse or alteration.

Changes to Our Privacy Policy

- From time to time, it may be necessary for us to revise our privacy policy and procedures to keep up to date with relevant legislative and operating requirements. As a result, we will update our privacy statement and post an updated version on our website.