



## University of Queensland Union and Mates Rates Membership Terms & Conditions

### Introduction

Membership of the University of Queensland Union (UQU) is voluntary. Participation in the Mates Rates Program is voluntary and **free of charge** to all UQ Students.

You must be currently enrolled in a UQ Degree Program.

You will need to activate your membership by verifying your UQ student ID and completing your profile to receive the benefits of this program.

If you wish to participate in the Mates Rates program and are eligible to be a member of the UQU, you agree and understand that by registering to Mates Rates program you are also volunteering to become a UQU member.

The Mates Rates 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 [uqu.com.au/mates-rates](http://uqu.com.au/mates-rates).

### Definitions

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

**Member:** means any person who has completed their profile and activated his/her Mates Rates membership and been admitted to the program and present with a Mates Rates Digital Card

**Outlets:** these are UQU operated outlets including the Redroom, Lolly Shop, Secondhand Texts and Stationary Store, Pizza Café, Darwins, Pantry 63, On A Roll Bakery and Main Course.

**Program:** means the Mates Rates 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 Mates Rates Program members may be interchangeable.

## **1. General**

- 1.1.** The promoter of the Mates Rates 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 user profile and verification of your student ID Number. All UQU members and Mates Rates 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 at any time by using the unsubscribe function on any communication they receive or by contacting the UQU.
- 1.6.** Upon joining members will be given a bar-coded Mates Rates Digital Card. This card is not transferable and remains the property of the UQU.
- 1.7.** Proof of identity will be required for your membership to be validated and a card issued.
- 1.8.** These Terms and Conditions are effective as at the date of publication (July 2022) and UQU reserves the right to amend them as required.
- 1.9.** 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 activating the Mates Rates membership to participate in the Program simultaneously enrolls them as a member of the UQU and that by registering to participate in the Program they shall be deemed to have elected voluntarily to join the UQU.
- 2.2.** There is one type 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
- 2.3.** Membership will be deactivated after 6 months of inactivity. To reactivate membership after this period please visit UQU reception to validate your UQ Student ID Number.
- 2.4.** Mates Rates membership expires once enrolment at UQ ceases or you graduate from UQ.

## **3. Membership Activation**

- 3.1.** To be eligible for the Program you must provide consent for your student information to be shared with UQU by ticking the yes box in mySi-net
- 3.2.** Once consent is confirmed you will be sent an username and default password to login to Mates Rates online at [www.uqu.com.au/mates-rates](http://www.uqu.com.au/mates-rates)
- 3.3.** Upon updating and completing the Mates Rates student profile, students will be issued a link or QR Code to download the Mates Rates Digital Card on to their mobile phones.
- 3.4.** The UQU reserves the right, at its sole discretion, to refuse membership to any applicant.

## **4. Refunds & Cancellations**



- 4.1. The account will be deactivated if it is not used within a 6-month period after digital card is issued.
- 4.2. No Refunds will be given for Mates Rates purchases.

## **5. Card & App Use**

- 5.1. All Mates Rates Program members will be issued a digital card.
- 5.2. Members can redeem eligible offers upon presentation of their digital cards.
- 5.3. Members may only use their Mates Rates card for their own benefits. The card is non-transferable and cannot be used by anyone other than the member. Members may not lend or give their card to another person for their use.
- 5.4. The UQU reserves the right to cancel a membership in the event of unauthorised use.

## **6. Benefits of Mates Rates Program**

- 6.1. Members will receive a 10% discount on purchases at UQU Outlets, excluding alcohol, second hand textbooks and Schonell functions and catering.
- 6.2. The 10% discount is not available in conjunction with other existing promotions and or discounts.
- 6.3. From time to time there may be special offers that will only be available to Mates Rates members.
- 6.4. 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.
- 6.5. 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

## **7. Membership Limitations**

- 7.1. No member is an agent, representative or partner of UQU by virtue of membership.
- 7.2. 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.

## **8. 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 Mates Rates member, you have accepted the Mates Rates Terms & Conditions (available at [www.uqu.com.au/mates-rates](http://www.uqu.com.au/mates-rates)) 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](mailto: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.