



Advancement Office

The University of Queensland
BRISBANE QLD 4072 AUSTRALIA
Telephone: (07) 3346 3900
International: +61 7 3346 3900
Facsimile: (07) 3346 3901
advancement.office@uq.edu.au
www.advancement.uq.edu.au

DATA SUPPORT REQUEST

INSTRUCTIONS FOR USING THIS FORM

- Use this form to request alumni or donor reports or lists from the Advancement Office.
- 5 to 7 business days is required to process requests. Additional time may be required for complex reports. Staff will be kept aware of the progress of their request.
- Complete Parts 1 and 2 then fax or email page 2 of this form to the Advancement Office
Attn: Advancement Services on ext 63901 or advancement.office@uq.edu.au.
- Fields marked with * are mandatory.
- Please contact the Advancement Office Advancement Services team if further information or assistance to complete this form is required.

TERMS OF USE: USING AND PROTECTING ALUMNI AND DONOR INFORMATION

The Advancement Office maintains records of all alumni and donors in a central database known as the Raiser's Edge (RE), from which all alumni and donor information is sourced. This information must be used, protected and updated as follows:

- Alumni and donor information may only be provided to UQ staff and may only be used for University purposes.
- Alumni events, communications and other engagement activities require the approval of the head of the organisational unit or Faculty Advancement Manager, and the endorsement of Deputy Director, Alumni and Community Relations.
- Donor events, communications and other engagement activities require the approval of the head of the organisational unit or Faculty Advancement Manager, and the endorsement of Deputy Director, Fundraising.
- All fundraising appeals require the approval of the Executive Dean/Institute Director or equivalent and Director of Advancement.

The Advancement Office [Constituent Information, Privacy and Anonymity Guidelines](#) specify measures to protect constituent information. These measures include:

1. Marking all hardcopy and electronic documents containing personal information with "Confidential - Internal Use Only";
2. Storing all hard copy information in a locked filing cabinet;
3. Destroying hard copy information securely by shredding it or disposing of it in a secure paper recycling bin; hard copy information is not to be placed in regular recycling or rubbish bins;
4. Storing electronic information on a secure network drive in a password-protected file;
5. Deleting electronic information when it is no longer required or when it becomes obsolete (no later than four weeks after it has been exported from RE);
6. Ensuring electronic copies of information are not and cannot be emailed to anyone inside UQ who does not need access to the information; and
7. Ensuring electronic copies of information are not and cannot be emailed to anyone outside UQ. The only exception to this is the provision of mailing lists to print or mail houses. See the Advancement Office [Constituent Information, Privacy and Anonymity Guidelines](#) for further requirements in this case.

TERMS OF USE: UPDATING ALUMNI AND DONOR RECORDS

All address and other updates, Return-To-Sender (RTS) mail, email bounce-backs and requests to be subscribed or unsubscribed from University communications received in response to any University communication should be forwarded to the Advancement Office as soon as possible.



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DATA SUPPORT REQUEST

PART 1: REQUEST INFORMATION (USER TO COMPLETE)

First Name *: _____ Surname *: _____

Appointment/Title *: _____

Department *: _____

Telephone *: _____ Email *: _____

Date Requested: _____ Date Required: _____

PURPOSE OF DATA *:

Event Communication Fundraising Appeal Statistical Report Other

Please provide details *:

Criteria/Requirements And Special Instructions (Please outline the records and fields you require):

1. I have read and understand University Policy 1.60.2 [Privacy Management Policy](#) last amended: _____ (date)

2. I have read and understand the [Advancement Office Constituent Information and Privacy Guidelines](#) last updated: _____ (date)

3. I have read the Terms of Use on page 1 of this form and understand my role and responsibilities regarding using, protecting and updating constituent information.

Signature *: _____ Date *: _____

**PART 2: HEAD OF ORGANISATIONAL UNIT APPROVAL
(HEAD OF ORGANISATIONAL UNIT OR ADVANCEMENT MANAGER TO COMPLETE)**

This data is required to support an approved engagement activity and this request is endorsed.

Signature *: _____

Printed Name *: _____ Date *: _____

Appointment/Title *: _____

PART 3: INTERNAL USE ONLY

Date and Time Received: _____ Received by: _____

Initial Record Count: _____ Endorsed: _____

Query Name/s and Attribute Tag/s: _____

Final Record Count: _____ Results Sent (Date): _____