



Terms of Use – Deakin Alumni Connect

Last updated: 14 July 2026

1. Agreement to Terms

These Terms of Use apply to your access to and use of Deakin Alumni Connect, including any website, platform, communications or other services made available to participants as part of the program (the “Program”).

Deakin Alumni Connect is operated by Deakin University (“Deakin”, “we”, “us” or “our”) and uses technology provided by Protopia, a third-party software-as-a-service provider.

By accessing or using Deakin Alumni Connect, you acknowledge that you have read, understood and agree to comply with these Terms of Use and Deakin’s applicable privacy policies and collection statements. If you do not agree to these Terms of Use, you must not access or use the Program.

The Program is intended only for participants who are 18 years of age or older. By accessing or using the Program, you confirm that you are at least 18 years old.

We may update these Terms of Use from time to time. Any updated Terms of Use will be made available through the Program or another Deakin communication channel. Your continued use of the Program after updated Terms of Use are published means you accept those updated terms.

2. About Deakin Alumni Connect

Deakin Alumni Connect is an inclusive online program designed to help Deakin students, alumni and the Deakin Community build meaningful professional connections, share advice and enhance employability skills.

The Program enables participants to submit information about themselves, ask or respond to questions, exchange messages, participate in mentoring-style conversations, and connect with other members of the Deakin community.

Deakin may change, suspend or discontinue all or part of the Program at any time, including where required for operational, technical, privacy, safety, legal or policy reasons.



3. Eligibility and Access

- The Program is intended for eligible Deakin students, alumni and, where approved by Deakin, Deakin staff or other authorised participants.
- You must only access and use the Program if you have been invited or otherwise authorised by Deakin to do so.
- You must provide accurate information when registering or participating in the Program and keep your information up to date where requested.
- You must keep participant contact details and any communications received through Alumni Connect confidential, unless otherwise agreed by the other participant.

You must be at least 18 years old to access or participate in Deakin Alumni Connect. Persons under the age of 18 are not permitted to register for, access or use the Program.

4. Participant Responsibilities

When using Deakin Alumni Connect, you must:

- use the Program for its intended purpose only;
- treat all participants with courtesy and respect;
- maintain professional standards of behaviour and safety;
- observe confidentiality at all times, including in relation to contact details and information shared by other participants;
- provide advice or information as accurately as possible and with the best of intentions;
- fulfil agreed commitments, including attending scheduled meetings or providing reasonable notice if you need to reschedule;
- participate in feedback, evaluation or survey activities where reasonably requested by Deakin;
- comply with all applicable Deakin policies, including the any applicable Deakin Code of Conduct Policy where relevant;
- contact the Deakin Alumni Engagement team if you have any concerns or difficulties.

You must not use Deakin Alumni Connect to:

- breach any laws or regulations
- harass, bully, intimidate, threaten, abuse or discriminate against another person;
- engage in sexual harassment or other unwelcome conduct;
- submit information that is false, misleading, offensive, defamatory, unlawful or inappropriate;
- share another person's personal information without permission;



- upload or transmit malicious code, viruses or other harmful material;
- attempt to gain unauthorised access to the Program, Deakin systems, Protopia systems or another participant's account;
- use the Program for unsolicited marketing, recruitment, commercial solicitation, spam or other purposes not approved by Deakin;
- copy, reproduce or use Program content except as permitted by these Terms of Use or with Deakin's permission.

You agree to indemnify us from and against any loss, damage, liability, claim, or demand made by any third party resulting from your use of the Program; your breach of these Terms of Use; your breach of third-party rights (including but not limited to intellectual property rights); or any overt harmful act toward any other user of the Program.

5. Code of Conduct

Deakin Alumni Connect is an inclusive and diverse community of students and alumni, where participants form connections with the aim of enhancing employability skills in an environment that is free from discrimination, harassment, sexual harassment and bullying.

Participants are expected to:

- be inclusive and treat others with courtesy and respect;
- be welcoming of people of all backgrounds, identities and experiences;
- use professional and respectful language in all Program communications;
- recognise that participants may have different perspectives and experiences;
- avoid conduct that may make another participant feel unsafe, excluded, uncomfortable or pressured;
- uphold the spirit as well as the letter of any applicable Deakin Code of Conduct.

Unacceptable behaviour includes, but is not limited to:

- breach of any laws or regulations
- bullying, harassment, sexual harassment, intimidation or repeated unwelcome contact;
- discriminatory jokes, comments or language;
- violent threats or language directed at another person;
- personal insults or degrading comments;
- posting or threatening to post another person's personal information;



- sexually explicit, violent or otherwise inappropriate material;
- encouraging or supporting any of the above behaviour.

6. Reporting Concerns or Breaches of Conduct

If you experience or witness unacceptable behaviour, or have any concerns about your participation in the Program, you should contact the Deakin Alumni Engagement team as soon as possible at alumniconnect@deakin.edu.au or deakinalumni@deakin.edu.au

When reporting a concern, please include relevant details where possible, such as:

- your contact information;
- the names of any people involved;
- the date and time of the incident or concern;
- a brief description of what occurred;
- any supporting information that may assist Deakin to review the matter.

Reports will be handled with discretion and in accordance with applicable Deakin policies and privacy obligations.

If a participant commits to a meeting and does not attend, and makes no attempt to reschedule in advance, the other participant is encouraged to report this to Program administrators. Deakin may issue a warning where a participant fails to attend two meetings without reasonable notice or a valid reason.

If a serious breach of any applicable Deakin Code of Conduct occurs, including bullying, harassment or sexual harassment, participants should report the incident to Program administrators in writing. Program administrators will keep a record of the incident and review potential actions in line with University policies.

Deakin reserves the right to suspend or remove a participant from Deakin Alumni Connect at any time, including where Deakin considers that the participant has breached these Terms of Use, any applicable Deakin Code of Conduct, applicable Deakin policies, or where Deakin considers suspension or removal necessary to protect participants, the Program or Deakin.

7. Early Exit from the Program

Deakin may end or modify a participant's involvement in the Program where appropriate, including for operational, safety, conduct, privacy or policy reasons.



8. Privacy and Use of Information

Deakin collects, uses, stores and discloses personal information in accordance with applicable privacy laws, Deakin's Privacy Policy and relevant collection statements, including the Deakin Advancement Collection Statement.

Information provided through Deakin Alumni Connect may be used to administer and support your participation in the Program, facilitate connections and communications between participants, maintain, improve and evaluate the Program, update Deakin systems including ARMS where appropriate, and communicate with you about Deakin activities and opportunities where permitted.

Deakin may share your personal information with authorised areas of the University and with service providers, including Protopia, who support the delivery and administration of the Program and are subject to contractual privacy obligations.

For more information about how Deakin manages personal information, including requests to access personal information, please refer to Deakin's Privacy Policy and relevant collection statements. You may also contact Deakin's Privacy Officer at privacy@deakin.edu.au.

9. User Information and Contributions

You are responsible for the information, messages, profile details, questions, responses, feedback and other content you submit or share through Deakin Alumni Connect ("User Content"). You retain full ownership of all User Content and any intellectual property rights or other proprietary rights associated with such User Content.

You must only submit User Content that you are authorised to provide and that is accurate, appropriate and consistent with these Terms of Use.

You retain responsibility for your User Content. By submitting User Content through the Program, you permit Deakin and its service providers to use, store, display, process and disclose that User Content to the extent reasonably required to operate, administer, support, evaluate and improve the Program.

Deakin may review, remove, restrict access to or decline to publish User Content at its discretion, including where Deakin considers the content to be inaccurate, inappropriate, unlawful, unsafe, inconsistent with these Terms of Use or otherwise unsuitable for the Program.

You should only provide information through the Program that you are comfortable sharing for Program purposes. You must not share confidential, sensitive or personal information about another person unless you have authority to do so.



10. Intellectual Property and Permitted Use

Unless otherwise indicated, intellectual property in Deakin Alumni Connect materials, including Deakin branding, written content, resources and communications, is owned by or licensed to Deakin.

You may use the Program and any information made available through it for your own personal, educational, professional development and non-commercial reference only.

You must not copy, reproduce, publish, adapt, distribute, transmit or otherwise use Program content for any other purpose without Deakin's prior written approval, except where permitted by law.

All third-party names, logos, trademarks and materials remain the property of their respective owners.

11. Third-Party Platform and Links

Deakin Alumni Connect is facilitated through technology provided by Protopia. The Program may also contain links to third-party websites, resources or services. Third-party websites, resources or services may be subject to their own terms of use and privacy policies.

Deakin is not responsible for the content, availability or practices of third-party websites, resources or services, except to the extent required by law or as otherwise agreed in writing by Deakin.

12. Availability, Security and Accuracy of Information

Deakin will use reasonable efforts to support the availability and security of Deakin Alumni Connect. However, Deakin does not guarantee that the Program will always be available, uninterrupted, error-free or free from technical issues.

Information shared through the Program may be provided by participants or third parties. Deakin does not guarantee the accuracy, completeness or suitability of information provided by participants. Participants should use their own judgement when relying on information shared through the Program.

The Program is intended to support general professional connection and employability-related conversations. It does not provide legal, financial, medical, migration, employment or other professional advice.

13. Disclaimer and Limitation of Liability

To the extent permitted by law, Deakin is not liable for loss, damage or expense arising from your access to, use of, or inability to use Deakin Alumni Connect, including information submitted by participants, interruptions to the Program, technical issues, or interactions between participants.



Nothing in these Terms of Use excludes, restricts or modifies any rights, guarantees or obligations that cannot be excluded, restricted or modified under applicable law.

14. Applicable Law

These Terms of Use are governed by the laws of the State of Victoria. Any concern, complaint or dispute relating to these Terms of Use or your use of Deakin Alumni Connect will be managed in accordance with laws of the State of Victoria and relevant Deakin University policies and procedures.

15. Termination, Suspension or Removal

Deakin may suspend, restrict or terminate your access to Deakin Alumni Connect at any time, including where Deakin considers that you have breached these Terms of Use, any applicable Deakin Code of Conduct, applicable Deakin policies or any other requirement of participation in the Program.

Deakin may also suspend, restrict or terminate access where required for operational, privacy, safety, legal, technical or security reasons.

If your access is suspended, restricted or terminated, you must stop using the Program immediately.

16. Contact Us

If you have any questions about Deakin Alumni Connect or these Terms of Use, please contact the Deakin Alumni Engagement team at alumniconnect@deakin.edu.au.

If you have a privacy-related question, please refer to Deakin's Privacy Policy and relevant privacy collection statements, or contact Deakin through the pr