

Privacy Enquiries and Complaints

Privacy Notice



Why we collect your personal information

The University of Melbourne's Privacy Office is collecting and processing your personal information to:

- assist you with privacy enquiry; and/or
- investigate and assist with resolving privacy complaints.

The "processing" of personal information refers to all activities relating to the management of your personal information, from its collection and use, through to its storage and disposal, and everything in between.

How we process your personal information

We will process your personal information as necessary for our legitimate interests, in accordance with applicable privacy laws, and only under the following circumstances:

- for the purpose for which it was collected; or
- a related purpose which you might reasonably expect; or
- where you have consented to the processing; or
- if we are required or permitted to do so by law.

We will collect your personal information directly from you wherever possible.

If you submit a complaint, we may need to discuss the nature and details of your complaint with relevant faculties or divisions of the University that are involved, including disclosure of your name. We may also collect information about you relevant to the complaint from them. We will only disclose your information to relevant areas of the University to the extent necessary to investigate and resolve your matter.

The Privacy Office is using the University's business account under its licencing agreement with third party platform, Qualtrics, to administer this form. We recommend that you review [Qualtrics Privacy Policy](#) and [Terms of Service](#) to understand how they manage personal information.

In some instances, your personal information may be transferred outside of Victoria or Australia (for example, where providers are located internationally or use a cloud-based system with servers based in international jurisdictions). We take all reasonable steps to ensure that the interstate or overseas transfer of personal information is in accordance with our privacy obligations as outlined in the University's [General Privacy Statement](#).

We will hold the personal information you provided us for up to seven years after the matter is resolved. After this period, it will be securely destroyed in compliance with the [University's retention and disposal authority](#).

If you choose not to provide the information requested, we may not be able to resolve your enquiry or complaint, or the assistance we can provide may be limited.

Further privacy information

Refer to the University's [General Privacy Statement](#) or [other privacy statements](#) for general information about how we process and protect personal information, including:

- our lawful basis for processing personal information;
- collection, use and disclosure of personal information;
- accuracy, security and storage of personal information;
- retention and disposal of personal information;
- your individual rights; and
- applicable privacy laws.

Your rights

You may request access to, or correction of, your personal information we hold, or exercise your individual rights as applicable under relevant privacy laws, unless this would have an unreasonable impact on the privacy of others or would contravene the University's other legislative obligations.

If the lawful collection of your personal information is based on your consent, you have the right to withdraw your consent at any time. However, this will not affect the lawfulness of our processing of your information prior to you withdrawing your consent.

Contact

For further information about how the University manages personal information, and for details of how to make an enquiry, lodge a complaint, or to contact the University's Privacy and Data Protection Officer, please refer to our [Privacy webpage](#), view the [University's Privacy Policy](#) or contact privacy-officer@unimelb.edu.au.

Last updated: June 2024