



FEEDBACK, CONCERN AND COMPLAINTS PRIVACY COLLECTION NOTICE

This privacy collection notice applies to anyone who is submitting feedback, concerns and/or a complaint to or about the University of Sydney.

Personal information we collect directly from you

If you make a complaint, we handle your information confidentially and in line with our policies and privacy laws, using it only for managing and resolving the complaint. We won't disclose your identity, the identity of those involved in the complaint, the fact that a complaint has been made, or any report or outcome of the complaint, except to those directly involved with handling the complaint.

The University of Sydney collects information when you submit feedback, concerns or complaints. This may include, but is not limited to the following information:

- Name (*not required for anonymous submissions*)
- Contact details (*not required for anonymous submissions*)
- Complaint type and information regarding your complaint
- Date of incident/event
- Support evidence/documentation
- Desired outcome of the complaint, submission or feedback

You are not required by law to supply us with your personal details for the above purposes, however, if you choose not to provide the information requested or submit anonymous complaint, it may not be possible for the University to respond to your complaint or report the outcome of the complaint to you.

How we use your personal information

Complaints will be managed with fairness, transparency and procedural integrity, ensuring all parties are treated with respect and that due process is followed. We will use the information provided for the following purposes:

- correspond with you and inform you about the outcome of your complaint or feedback
- review and investigate your complaint or feedback
- perform quality assurance and improvement of our services
- prevent or detect fraud
- comply with legislative requirements.

The University takes its responses to addressing concerns or complaints seriously and aims to address these submissions promptly, fairly and respectfully to support creating a safe and inclusive environment for all students, staff and visitors, whether on campus, online, or offshore.

Personal information we share with third parties

For some complaints it may be necessary for the University to disclose your complaint information to investigate and manage the complaint appropriately. For example, we may need to obtain a response from those involved in the complaint, to prepare a report or letter as part of the resolution of the complaint, to obtain assistance from legal or other advisers on a confidential basis, to ensure the safety and wellbeing of someone involved in the complaint, or to fulfil legal reporting requirements.



The University will not otherwise disclose your information without your consent unless required or authorised by law.

How we store and secure your information

Your personal information is stored securely in University systems in accordance with:

- [Cyber Security Policy 2019](#)
- [Acceptable Use of ICT Resources Policy 2019](#)
- [Recordkeeping Policy 2017](#)

We will hold your personal information for the minimum retention periods set out in the [State Records Act 1998](#) (NSW), and will dispose of your information securely when we no longer required it for a lawful purpose.

Your rights in relation to your personal information

Under NSW privacy laws, you have the right to request access to and correct any personal information concerning you held by the University. Retention of your personal information is subject to the requirements of the [State Records Act 1998](#) (NSW).

If you live or are located outside Australia, you may have additional rights. Please contact privacy.enquiries@sydney.edu.au.

Privacy Complaints

If you believe that the University or a member of staff has not handled your personal information in a way that you expect, you can make a complaint. Find out more about [making a privacy complaint](#).