



Student Privacy Notice

INTRODUCTION

This notice explains how the University of New England (UNE) collects, uses, and manages your personal information throughout your student journey. It outlines what information we collect, why we collect it, who can access it, and your rights regarding your information.

This privacy notice covers general information handling practices at UNE. Some departments or processes may have supplementary privacy notices with additional details specific to particular information collections.

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1. WHAT PERSONAL INFORMATION IS COLLECTED

DEFINITIONS

Personal information means information or an opinion about an individual whose identity is apparent or can reasonably be ascertained from the information or opinion (as defined in the *Privacy and Personal Information Protection Act 1998* (PIIP Act)).

Health information includes personal information about your physical or mental health or disability, your wishes about future health services, and health services provided or to be provided to you (as defined in the *Health Records and Information Privacy Act 2002* (HRIP Act)).

2. HOW WE COLLECT YOUR INFORMATION

UNE collects your information in three main ways:

Direct collection from you

- Application forms and web forms
- Online event registrations
- Materials submitted as part of your studies
- In-person, electronic, or telephone communications

Collection from third parties

- Tertiary admission and testing centres
- Secondary schools and other tertiary institutions
- Government agencies
- Referees and supervisors
- Professional accreditation and registration bodies
- Contracted service providers

Digital collection:

- UNE-hosted digital tools and resources
 - External provider platforms (e.g., Futurelearn, Studiosity)
 - Third-party digital learning resources
 - Lecture recordings and streaming services
 - CCTV cameras on UNE premises
 - Learning analytics from your use of digital resources
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3. WHY WE COLLECT YOUR INFORMATION

UNE uses your information for the following purposes:

Academic Administration

- Supporting you to apply for study and assessing your application to study
- Processing your application for admission and enrolment
- Determining eligibility for scholarships and awards
- Facilitating timetabling and course requirements
- Enabling academic exchanges and placements
- Assessing academic work and monitoring progress
- Managing plagiarism detection
- Processing graduation and publishing related information
- Managing changes to your student status
- Verifying citizenship and verifying visa status
- Verifying qualifications to third parties (with your consent)

Academic and Information Services

- Providing access to IT services and library resources
- Registering you with third-party learning resource providers
- Providing you with third-party learning resources and services
- Registering you with platforms hosting UNE course materials

Academic and Welfare Support

- Providing access to and support from University services, including:
Student Services
 - Student Accessibility & Wellbeing Office
 - Counselling & Psychological Services

- Mental Health Support Line
- UNE Psychological Clinic
- Student Grievance Unit
- Advocacy & Welfare
- Oorala Aboriginal Centre
- English Language Centre
- International Student services
- Academic Skills Office
- Peer facilitated study sessions
- Employability & Careers
- UNE Safe Communities

Financial Matters

- Processing tuition fees and other charges
- Managing scholarships, loans, and bursaries

Facilities and Services

- Managing teaching and learning spaces
- Operating on-campus accommodation
- Providing security and parking services
- Providing services to UNE and its students by third parties

Conduct and Compliance

- Investigating misconduct and academic integrity issues
- Operating UNE's Safe Communities service
- Processing complaints and appeals

Planning and Quality Improvement

- Conducting statistical analysis and benchmarking
- Undertaking quality assurance activities
- Facilitating internal training and continuous improvement
- Supporting research for internal use and statutory reporting

Elections

- Facilitating student representative elections
- Managing Student Representative Council Committee elections

Alumni Relations

- Registering you as a member of UNE's Alumni

Communication

- Maintaining contact throughout your student journey
- Sharing university news and events
- Inviting participation in surveys or research
- Informing you about further study opportunities

Note: Communication follows the [Communication Policy](#) and [Communication Procedure](#).

Appeals and Complaints

- Processing appeals against University decisions
- Investigating and resolving student complaints

Government Interactions

- Meeting statistical reporting obligations
- Reporting to Australian Government agencies and NSW Government Agencies
- Responding to requests from regulatory agencies

Emergency Services

- Contacting emergency services or your nominated contact in case of emergency or significant incidents

University Functions

- Supporting the University's general operations and administrative needs
 - Enabling activities that advance, or are incidental to, UNE's object and interests
 - Facilitating supplementary functions that enhance or support the University's object and interests
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4. WHO CAN ACCESS YOUR INFORMATION

Your information may be accessed by:

- Staff across different schools, faculties, or business units where legitimately needed for University activities
 - Contracted service providers, including UNE controlled entities and third parties
 - Other third parties as required, permitted, or authorized by law
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5. LEGAL REQUIREMENTS AND CONSEQUENCES

Is providing your information legally required?

Usually, the supply of your information to UNE is not required by law. UNE will notify you if providing certain information is legally required.

What happens if you don't provide requested information?

If you don't provide requested information, UNE may be unable to:

- Admit or enroll you as a student
 - Manage your progression through your course
 - Provide you with necessary services or support
 - Respond to your inquiries and requests
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6. YOUR RIGHTS TO ACCESS AND CORRECT INFORMATION

How to update your information:

If you have a UNE account: Update through myUNE

If you don't have a UNE account: Update through AskUNE

For other access and amendment requests, complaints, or privacy inquiries:

Contact the UNE Privacy Officer at privacy@une.edu.au

IMPORTANT NOTICE

Emergency Contact Information:

You should notify the person you've nominated as your emergency contact that their details have been provided to UNE.

This notice is designed to comply with the Privacy and Personal Information Protection Act 1998 (NSW) and other relevant legislation.