

# Participant Privacy Policy

We take your privacy seriously



1. The collection, management and use of your personal information by the University of Newcastle [CRICOS 00109J](#) ABN 15 736 576 735 (the “**University**”, “**we**”, “**our**”, and “**us**”) is governed by our **Privacy Management Plan**, and we will only collect, use and disclose your information in accordance with the *Privacy and Personal Information Protection Act 1998 (NSW)* (the “**Act**”) and where applicable, the *Health Records and Information Privacy Act 2002 (NSW)*. To the extent of any inconsistency between this Privacy Statement and our **Privacy Management Plan**, the **Privacy Management Plan** will prevail.

The Act defines what is, and is not, personal information for the purposes of the Act. In circumstances where identifying information has been removed, the de-identified data is no longer considered personal information.

This Privacy Statement forms part of the “Terms and Conditions” for all quality assurance, student experience and staff experience surveys conducted by the University of Newcastle including but not limited to the Course Experience Survey (CES), the Student Feedback on the University of Newcastle (SFUN) survey and staff experience surveys. Where a survey is administered by an external party (such as the QILT surveys) or as part of a research study this will be clearly identified in the email invitation to participate. Please refer to the external party or research privacy policy in these circumstances. Your contact information is only provided to external parties in compliance with the *Privacy Management Plan*.

## What surveys does the University of Newcastle conduct?

2. Refer to the [surveys register](#) for a list of ongoing surveys. The university also collects data in ad hoc surveys to gather information about current issues or specific interests of the university.

## What information about you do we collect and what do we hold?

3. In conducting surveys, we may use existing personal information that the University has collected for the purpose of inviting you to complete the survey. We may link personal information from your existing student or staff record to ensure the survey content is relevant to you, to reduce the number of questions you will be asked to complete and to enable cohort analysis. Data is only reported in minimum cohort sizes to protect and ensure the confidentiality of your survey response (with the exception of the Course Experience Survey whereby low enrolment numbers in a course may preclude confidentiality). Existing personal information is used in accordance with our **Privacy Management Plan**. Details about how we use and protect student personal information is available here: <https://www.newcastle.edu.au/current-students/uni-life/uon-community/student-privacy>

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Examples of the personal information that we use/ link includes:

- teaching – information relating to student admission, enrolment, academic progression, teaching personnel
  - demographics - gender, age, citizenship
  - contact information – address, phone number, email
  - administration and support – staff records, employment information
4. It may be necessary to collect other personal information or sensitive information to enable us to provide university services or to enable you to participate in a survey. You may choose not to provide us with the information we request but it may prevent you from completing the survey.

## Data Use and Reporting

5. Once you have completed a Survey, your data is stored on the survey platform. Strategy, Planning and Performance will only issue surveys on approved university platforms. Personal information may also be downloaded and stored on the University's servers.
6. Your personal information will be de-identified before it is included in any reports, teaching resources, publications, conferences, or external communication of survey findings. Data is summarised, analysed and reported to other university staff in interactive and static reports. In circumstances where cohort sizes are very small, it is likely that you may be identified by your feedback - particularly if you are in a cohort of less than five. In these circumstances, if you do not feel comfortable with potentially being identified, you may choose an alternate mechanism to provide feedback. The university will take reasonable steps to deidentify qualitative comments that may inadvertently identify the survey participant.
7. When raw data is required, the University will prioritise providing deidentified information. When an individual's personal information has been appropriately de-identified and there is no reasonable likelihood of re-identification of the individual occurring, it is then no longer classified as personal information. An example of de-identification is the removal of 'Identifiers', such as name, address, telephone number, student number, employee numberplate), and replaced with coding or pseudonymising
8. Where personal data is required, it will only be done so in accordance with the Privacy Management Plan and the Terms and Conditions.
9. Where responses to a survey question raise concerns, your response will be shared with authorised university staff for assessment. Only the response of concern will be released. No responses to other survey questions will be released.

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If your response is approaching a breach of the Code of Conduct, you may be contacted to address these concerns. If your response is considered a clear breach of the Code of Conduct, your response and contact details will be shared with the DVC(A) or the Chief People and Culture Officer in Human Resources.

If your response is considered to indicate a risk of self-harm or harm to others, your response and contact details will be released to the university health intervention team and / or counselling staff.

If your response reports a clear breach of the Code of Conduct of a staff member, your response will be shared with the DVC(A). Your contact details will not be shared in this circumstance. Should it be deemed necessary to seek further input from yourself on the matter, you will be contacted by an authorised staff member (member of the Strategy, Planning and Performance team responsible for the data collection process) to seek your approval first. You have the right to refuse further participation in reporting details of the breach.

## Access

### INDIVIDUALS / PARTICIPANTS

10. You may request access to the personal information that you provided to us, and you may request that we correct that personal information. We will give you access to your personal information and will take reasonable steps to correct it if we consider that it is incorrect, unless there is a law that allows or requires us not to.

If you would like to access or correct your personal information, please contact us by email at [surveys@newcastle.edu.au](mailto:surveys@newcastle.edu.au).

11. Your personal information will only be shared with university staff who are authorised to access personal information for the purposes of their role this includes (but not limited to) the survey sponsor. The survey sponsor is typically identified in the survey invitation email (the university staff member you received the email from).

### RESEARCHERS OR SURVEY SERVICES CONDUCTED BY THIRD PARTIES

12. Researchers who wish to utilise survey information must complete obtain Human Research Ethics Approval and obtain approval from the DVC(A) to obtain and collection personal information from surveys. Whereby the research relied on previously collected data only de-

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identified data will be provided to the researcher. Where new data is collected you will expressly be asked to provide your consent and will be provided with a Participant Information Statement.

13. Third parties that conduct surveys related to the student and staff experience at the University (such as Universities Australia, The Australian Government Department of Education, Skills and Employment and their authorised agents) may be authorised to obtain and collect your personal information in accordance with our [Privacy Management Plan](#). We will only authorise surveys whereby they enhance the delivery of university services, improve the quality of education delivery.
14. If you participate in a research project or a service conducted by a third party, we will disclose your personal information to the researchers or individuals who conduct the service and who are responsible for the project or service and who will use your personal information for the purposes of that project or service.

## OTHER THIRD PARTIES

15. Your personal information will only be disclosed by the University for purposes for which it was collected to support the uses as outlined above. We may disclose information about you without your permission;
- if it is necessary to provide you with a service that you have requested,
  - if it is required or authorised by law, or
  - to prevent or lessen a serious and imminent threat to somebody's welfare.

Your personal information will not be disclosed to third party organisations or individuals without your consent, unless required by or authorised by law, the Terms and Conditions or this Privacy Statement. We will not sell any of your information to a third party.

16. The access and use of an individual's personal information is both protected and limited under the law.
17. We take the security of data seriously and in accordance with our Privacy Management Plan obligations, we implement security safeguards to strive to secure and protect all information which we hold from misuse, interference, loss, unauthorised access, modification or disclosure.
18. Information is maintained in electronic form and is securely stored. Information is only accessed by authorised personnel using secure logins and passwords. All personnel are subject to confidentiality obligations in the management of your personal information. All data is held in Australia.

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## Why do we need your information?

19. Your personal information may be used for purposes including:

- In the delivery and enhancement of teaching, service delivery and University experiences
- To facilitate internal business operations, such as quality assurance and administration purposes
- To inform decision makers at the University about student and staff priorities, trends, and sentiment
- For educational research and purposes related to it, including publications, conferences, or other communication of research findings (where appropriate consent and ethics approval are obtained)
- Data analysis and testing
- Responding to your enquiry
- To assist us to evaluate or improve the surveys and data collection at the University
- To understand our position in the higher education sector
- To investigate possible breaches of the Terms and Conditions or Privacy Statement, or as required for law enforcement purposes or to comply with law.

## Can I opt out?

20. You cannot opt out of official university correspondence. All surveys are voluntary, and if you do not wish to complete a survey simply ignore the survey invitation and any reminders. You can contact us on a per survey basis and request no further correspondence (email [surveys@newcastle.edu.au](mailto:surveys@newcastle.edu.au)).

## Security

21. In accordance with obligations under our Privacy Management Plan, we strive to protect all information which we hold from misuse, interference, loss, unauthorised access, modification or disclosure. Information is maintained in electronic form and is securely stored. Information is only accessed by authorised personnel using secure logins and passwords. All personnel are subject to confidentiality obligations in the management of your personal information. All data is held in Australia.

[surveys@newcastle.edu.au](mailto:surveys@newcastle.edu.au)



All user data is securely stored in Australia.  
The University of Newcastle will not share or sell your data.