Student Privacy Notice

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Who this notice applies to

This notice applies across the student lifecycle, including application, admission, enrolment, study, progression, transition, graduation, separation and alumni engagement. Additional privacy notices may apply to specific University programs, services or activities.

About this notice

This Privacy Collection Notice explains how Western Sydney University ("the University", "we", "us", "our") collects, uses, stores and discloses personal information for purposes directly related to carrying out its functions and activities under the Western Sydney University Act 1997 (NSW).

It also applies where a person engages with the University through its controlled entities, pathway or partner education providers, or third-party service providers acting on the University's behalf.

1. Why do we collect your information?

We collect your personal information for purposes directly related to carrying out the University's functions, including:

- student administration and academic delivery
- research administration and related research functions
- identity verification and systems access
- student support, engagement and safety
- financial administration
- government reporting
- award conferrals
- academic integrity, complaints and conduct management
- student engagement and communications about courses, study pathways, further study and other relevant educational opportunities
- analytics, quality improvement and compliance
- graduate and alumni engagement and affiliation

The University collects personal information where it is required for, or directly related to, the University's lawful functions and activities, including where collection is authorised or required by law. Relevant legislation may include the Tertiary Education Quality and Standards Agency Act 2011, Education Services for Overseas Students Act 2000, Higher Education Support Act 2003, public health orders or other applicable legislation.

Some information is necessary to process applications, administer enrolment and meet legal obligations. If you choose not to provide required information, the University may be unable to process your application, enrol you in a course or provide certain services.

2. How do we collect your information?

The University collects personal information directly from you unless it is authorised to collect the information from another person or organisation. This may include a parent, guardian, next of kin, authorised representative or attorney acting on your behalf, or third parties such as government agencies, regulatory bodies, prior education providers, placement hosts or professional bodies, where lawful.

3. What information do we collect?

- identity and contact details, such as your name, date of birth and addresses
- sensitive information where required, such as Indigenous status, disability or health information provided for support
- admission, enrolment, participation and academic records
- financial information, such as bank account details and tax file number information for Commonwealth support
- wellbeing, safety and support information, including interactions
- digital and system-generated information, including engagement and learning analytics, access and security data
- emergency contact information, including next of kin
- information provided to, or generated through, AI-enabled systems used by the University for learning, teaching, student support, administration, academic integrity, cybersecurity or other University functions
- research-related information for higher degree research students, including candidature, supervision, research project, publication, profile and affiliation details

4. How do we use your information?

We use your personal information for the purpose for which it was collected, or for purposes directly related to that purpose, including:

- processing applications, admissions and enrolment
- verifying identity
- delivering learning, teaching, assessment and academic support
- providing and communicating about wellbeing, safety, disability support, student engagement and retention activities
- managing placements, internships and accreditation
- communicating with you through post, email, MyWestern, SMS or phone
- administering fees, scholarships, financial assistance and Commonwealth statutory reporting
- ensuring campus safety and emergency response
- conducting learning analytics, reporting and service improvement
- investigating academic integrity or conduct concerns
- marketing and communicating with you about courses, study pathways, further study and other educational opportunities that may be relevant to you
- managing complaints, reviews and appeals
- maintaining graduate and alumni records

- administering and communicating about alumni affiliation and engagement initiatives
- meeting legislative, regulatory and audit obligations
- supporting higher degree research administration, supervision, collaboration, reporting, researcher profiles and visibility of research activity

Where we receive personal information about you from another organisation, we will only use it for purposes directly related to the reason it was provided, such as administering services, verifying information, managing placements, programs or study pathways, facilitating transitions, or complying with legal and regulatory obligations.

5. Who do we share your information with, and why?

- Government, regulatory and related agencies: to meet legal, regulatory, funding, reporting, visa and compliance obligations. This may include TEQSA, the Department of Education, tertiary admissions centres including UAC, Services Australia, the Department of Home Affairs and auditors.
- University entities, pathway and partner education providers, and third-party service providers: where necessary to support applications, admission, enrolment, course delivery, progression, transitions, student support, student engagement and communications about relevant study opportunities, reporting, compliance or related University functions.
- Placement providers and professional bodies: to arrange placements, verify eligibility and support accreditation or professional registration requirements.
- Technology, cloud hosting and third-party service providers: to deliver and operate University services on the University's behalf. These providers process information under contract and must comply with the University's privacy, security and data-handling requirements.
- Partner universities and education providers: to support cross-institutional study, student mobility programs and collaborative academic delivery arrangements.
- Alumni engagement and event service providers: to maintain alumni records, communicate with graduates and deliver alumni programs and engagement activities on the University's behalf. These providers are not permitted to use the information for their own purposes.
- Research administration, profile and publication platforms: where relevant to higher degree research candidature, supervision, collaboration, reporting, researcher profiles and visibility of research activity.
- Emergency services and nominated contacts: where necessary to protect life, health or safety, or in urgent situations requiring emergency assistance or communication with your nominated contact.

6. How do we safeguard and retain your information?

Your personal information is stored securely in approved University systems, such as the Student Management System, that meet the University's privacy, records management and cybersecurity standards.

Personal information is retained in accordance with the State Records Act 1998 (NSW), applicable retention and disposal authorities, and the University's records management requirements.

7. What are your rights?

- request access to your personal information held by the University
- request correction of personal information that is inaccurate, incomplete, out of date or misleading

You can view and update certain personal information through MySR. Further information is available through WesternNow. Requests for access to, or correction of, personal information may also be made by contacting the University.

8. Questions, requests and complaints

If you have questions or requests about this notice, or wish to make a complaint about how the University has handled your personal information, contact the Privacy Office at privacy@westernsydney.edu.au.

9. Further information

- Privacy Policy
- Privacy Management Plan
- Alumni Privacy Notice
- Additional privacy notices provided for other activities and services
- Privacy Compliance website