

Complaints and Concerns Privacy Notice



THE UNIVERSITY OF
MELBOURNE

Office of
Research
Ethics and
Integrity

Last updated: 11 May 2026

Why we collect your personal information

The Office of Research Ethics and Integrity (**OREI**) collects and processes your personal information to administer a range of programs and processes that:

- Strengthen responsible research conduct at the University, and
- Prevent, detect and manage non-compliance in relation to the University's research enterprise and its overarching regulatory and policy framework.

Part of this involves receiving and managing complaints and concerns about our animal care and use program, human research and clinical trials, research integrity, and the decision making and conduct of our ethics committees. These complaints and concerns are managed in accordance with:

- The [Research Integrity and Misconduct Policy \(MPF1318\)](#) (the RI Policy) and the [Guide to managing and investigating potential breaches of the Australian code for the responsible conduct of research](#) (the Guide)
- The [Authorship Policy \(MPF1181\)](#)
- The [National Statement on Ethical Conduct in Human Research \(2023\)](#) (the National Statement), and the [Australian Code for the Care and Use of Animals for Scientific Purposes, 8th Edition](#) (the Animal Code).

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
- a related purpose which you might reasonably expect
- 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, including sensitive or health information, directly from you wherever possible. Where this is not practicable, we may collect information through other avenues such as:

- University of Melbourne academic records from student services
- University of Melbourne employment records from human resources
- University of Melbourne records, including but not limited to information provided in the course of ethics, governance and compliance regulatory and administrative processes,
- University of Melbourne records relating to the application, execution and management of research funding, and
- Staff and student emails from IT Services
- Other relevant information from publicly available sources.

We may use and disclose information collected from parties involved in the request for advice, complaint or concern, to:

- enable the provision of advice you have requested

- identify concerns or allegations, manage complaints and conduct investigations
- afford procedural fairness to persons affected by decisions made under the policies named above (for example, by providing witness statements or other relevant evidence to a respondent researcher or the complainant)
- inform decision makers named in the above policies of the details of the matter as necessary
- understand and act on the findings of a complaint and any related matters, and
- comply with our legal obligations, including under any agreement entered into by the University relating to research or other activities you undertake.

Parties to a matter may include:

- complainants, respondents and third-party witnesses
- funding bodies such as the Australian Research Council (ARC), National Health and Medical Research Council (NHMRC), and overseas bodies, including but not limited to the United States National Institutes of Health
- relevant partners and affiliates, including but not limited to the University of Melbourne's medical research institutions, and
- relevant third party organisations, including regulators and government departments and agencies.

In some instances, your personal information may be transferred outside of Victoria or Australia. For example, this may happen if parties to the matter are located internationally or via the use of cloud-based systems 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 may use digital assistance tools, including generative artificial intelligence (AI) technologies, to support the provision of advice, respond to complaints and concerns, and improve service delivery. We take reasonable steps to ensure that any personal information input into or generated by these tools is handled in accordance with the Information Privacy Principles (IPPs) in the *Privacy and Data Protection Act 2014* (Vic), the Health Privacy Principles (HPPs) in the *Health Records Act 2001* (Vic), and any other applicable privacy laws. This includes:

- ensuring that the use of AI tools is reasonably necessary for our functions or activities
- using AI tools in a manner that is lawful and fair
- limiting the use and disclosure of personal information to the primary purpose for which it was collected, unless you have consented or it is otherwise permitted under the IPPs or HPPs
- avoiding the input of sensitive personal information or health information into publicly available AI tools due to associated privacy risks, and
- maintaining human oversight over AI-generated outputs to ensure accuracy and appropriateness.

Records are managed in accordance with the University's [Retention and Disposal Authority \(RDA\)](#).

What if I don't provide information when requested?

If you choose not to provide the information requested, it may restrict our ability to assist you, provide advice, and meet our regulatory and policy obligations; we may not be able to advise you, resolve your complaint or otherwise manage or respond your concern. Also, we may not be able to take action to ensure the University and researchers are compliant with legal, regulatory and policy requirements, and we may be unable to request necessary educative, corrective and remedial actions that help protect the integrity of the research.

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 you can contact us via email at orei-operations@unimelb.edu.au.

For 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.