



The Office of the Australian Information Commissioner (the OAIC) can investigate complaints from individuals about Australian Government, ACT and Norfolk Island agencies and private sector organisations covered by the Privacy Act 1988 (Cth). The OAIC does not investigate privacy complaints about State and Northern Territory Government agencies or local councils. For information about who you can complaint to for those entities, please see our website at [www.oaic.gov.au/privacy/other-privacy-jurisdictions/state-and-territory-privacy-law](http://www.oaic.gov.au/privacy/other-privacy-jurisdictions/state-and-territory-privacy-law).

If you are unsure about whether you can complain to the OAIC please use the 'complaint checker' on our website at <http://www.privacy.gov.au/complaints/who/complaintchecker> or contact our enquiries line on 1300 363 992.

The OAIC can also investigate complaints under privacy codes, as well as the spent convictions scheme, tax file number data matching, health identifiers, anti-money laundering and personal property securities law.

A complaint under any of these laws must be submitted in writing, either via this form, an email, by fax or in a letter. If you have trouble completing this form, please send an email to [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au) or ring our enquiries line on 1300 363 992.

## Your personal information

If you have any questions about the personal information we collect and how we will handle your information, please contact the OAIC or see our privacy policy available on our website.

## Use and disclosure of your information

We will use the information you have provided to assess your complaint, conduct the investigation and conciliate. If the OAIC makes inquiries into or investigates your complaint, we will usually disclose the information you give us, including a copy of your complaint, to the entity you have complained about (the respondent). We may also disclose your information to others who have information relevant to your complaint, if necessary. If we think we may need to disclose your information to an overseas entity to handle your complaint, we will discuss this with you first.

In case of a challenge to a decision by the OAIC, we may need to disclose some information to a review body, for example a court or tribunal.

## Collection of your information

We may need to collect further information from you in order to investigate your complaint. If you do not provide this information to the OAIC, it may affect how we handle your complaint. In some circumstances, it may mean we decide not to investigate your complaint further.

We will usually collect information about you from the respondent. We may also collect information about you from others if they have information relevant to your complaint.

## Accessing your information

If you would like to access to the information about you that the OAIC holds, please contact the enquiries line. More information is available on the Access our information page on our website.

Before the OAIC can investigate your complaint you must first have complained to the agency or organisation and given it an opportunity to resolve your complaint. This will generally involve writing to the agency or organisation and giving it 30 days to respond.

Please send the completed form to us by:

Post	Email	Fax
Director of Privacy Case Management GPO Box 5218 Sydney NSW 2001	<a href="mailto:enquiries@oaic.gov.au">enquiries@oaic.gov.au</a>	+61 2 9284 9666

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## About You – the Complainant

Name: Mr / Mrs / Miss / Ms / Dr .....

Preferred contact method (you must provide at least one contact method)

Email     Phone     Post     Mobile phone     Other

Phone (daytime) .....

Mobile.....

Email .....

Postal Address .....

..... Postcode.....

Other contact details (eg. Fax or international address).....

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## Previous Dealings

If you have lodged a complaint or enquiry with the OAIC before please provide your previous reference number (eg C00001 or E11/00001)

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## Representative

Do you have someone that you would like to represent you in your complaint?

Yes     No

If yes:

What is your representative's relationship with you? (eg. lawyer) :.....

Representative name: Mr / Mrs / Miss / Ms / Dr .....

Preferred contact method (you must provide at least one contact method)

Email     Phone     Post     Mobile phone     Other

Phone (daytime) .....

Mobile .....

Email .....

Postal Address .....

..... Postcode .....

Other contact details (eg. Fax or international address) .....

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**Have you complained to the Respondent?**

I have complained to the agency or organisation about my privacy issue and given them 30 days to respond.

Yes     No

It is only in exceptional circumstances that the OAIC will investigate complaints where you have not complained to the respondent. If no, please explain why it is not appropriate for you to complain to the respondent. The OAIC may still decline to investigate your complaint until you have complained to the respondent

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**The Respondent - who you are complaining about**

I am complaining about

Name of Respondent organisation / agency .....

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Phone (daytime) .....

Email .....

Postal Address .....

..... Postcode .....

Name of individual(s) involved (if known) .....

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**Have you taken this complaint to another dispute resolution body?**

Yes

No

The OAIC may not investigate a complaint if another dispute resolution body is already dealing with it. Please give details of your complaint and attach copies of relevant documents.

Name of the dispute resolution body you complained to .....

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Date of your complaint ...../...../.....

Is it dealing with your complaint?

Yes

No

Please provide a brief description of your complaint to the other dispute resolution body and explain why it is or is not dealing with your complaint.

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**Your Complaint**

Please describe how you think your privacy has been interfered with.

It will assist us if you can explain:

- What happened
- When it happened (including dates)
- What personal information of yours was affected
- Who did it (include names of individuals involved if known)
- How and when you found out about it.

The clearer your explanation is the more easily we will be able to assist you. Please feel free to attach additional information.

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## Supporting information

You may attach relevant information that supports the complaint. For **all** complaints, please attach any correspondence with the respondent about the privacy complaint.

### For complaints about credit information files

If your complaint is about an incorrect credit information file please attach a copy of your complete credit file. We will be unlikely to progress the complaint without it.

If you do not have a copy of your complete credit file we will need to obtain a copy on your behalf.

Do you give permission for OAIC staff to obtain a copy of your credit information file from either Veda Advantage Information Services and Solutions, Dun & Bradstreet or the Tasmanian Collection Service?

 Yes No

## Please sign and date this form

Signature: .....Date ...../...../.....