



# PRIVACY COMPLAINT INTERNAL REVIEW APPLICATION

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This is an application<sup>1</sup> for review of conduct under Section 53 of the *Privacy and Personal Information Protection Act, 1998* (the Act).

**PLEASE READ THE NOTES OVERLEAF BEFORE MAKING AN APPLICATION.**

## Applicant details

1. Applicant's name      Surname       Given Name

2. Postal address      Street

   Town/locality       Postcode

Contact      Work       Home

## Complaint details

3. Name of agency<sup>2</sup> you are complaining about

4. If you are complaining on behalf of someone else, write their full name here :

What is your relationship to this other person? (eg parent)

Is this person capable of making the complaint themselves?       Yes       No       I'm not sure

5. What is the specific conduct<sup>3</sup> you are complaining about?

6. Please tick ✓ which of the following describes your complaint:

You may tick more than one box.

<input type="checkbox"/> collection of my personal information	<input type="checkbox"/> use of my personal information
<input type="checkbox"/> security or storage of my personal information	<input type="checkbox"/> disclosure of my personal information
<input type="checkbox"/> refusal to let me access or find out about my own personal information	<input type="checkbox"/> Other
<input type="checkbox"/> accuracy of my personal information	<input type="checkbox"/> I'm not sure

7. When did the conduct occur? Please be as specific as you can.

8. When did you first become aware of this conduct?

9. You need to lodge this application within six months of the date at Q8 above.  
If more than six months has passed, you need to ask the agency for special permission to lodge a late application. If you need to, write here to explain why you have taken more than six months to make your complaint:

10. What effect did the conduct have on you?

11. What effect might the conduct have on you in the future?

12. What would you like to see the agency do about the conduct?

For example: an apology, a change in policies or practices, your expenses paid, damages paid to you, training for staff, etc.

13. Declaration

I understand that this form will be used by the agency to process my request for an Internal Review.

I understand that details of my application will be referred to the Privacy Commissioner in accordance with section 54 (1) of the Privacy and Personal Information Protection Act 1998 and that the Privacy Commissioner will be kept advised of the progress of the review.

14. I would prefer the Privacy Commissioner to have:

A copy of this application form

Just the information provided at Q5-12.

### Lodgement of application

Applicant's signature

Date



SEND THIS FORM TO THE AGENCY YOU HAVE NAMED AT QUESTION 1.

Keep a copy for your own records

### Notes

1. It is not a requirement under the Act that you complete an application form. This form is designed for your convenience only.
2. The Act regulates NSW State Government departments, area health services, most other State Government bodies, and NSW local councils. Each of these is defined as a "public sector agency".
3. 'Conduct' can include an action, a decision, or even inaction by the agency. For example the 'conduct' in your case might be a *decision* to refuse you access to your personal information, or the *action* of disclosing your personal information to another person, or the *inaction* of a failure to protect your personal information from being inappropriately accessed by someone else.