

## Privacy Complaint: Internal Review Application Form

- s53 of the Privacy and Personal Information Protection Act 1998 (the PPIP Act)  
 s21 of the Health Records Information Privacy Act 2002 (the HRIP Act)

APPLICANT DETAILS		
Title:	Given Name(s)	Surname / Last Name
<input type="text"/> Mr/Mrs/Ms/Dr Other:	<input type="text"/>	<input type="text"/>
Company name:	<input type="text"/>	
Contact Address:		
Unit	/	House Number
<input type="text"/>	/	<input type="text"/> - <input type="text"/>
Street or PO Box:	<input type="text"/>	
Suburb:	State:	Postcode:
<input type="text"/>	<input type="text"/>	<input type="text"/>
Daytime Phone:	Fax:	Mobile:
<input type="text"/>	<input type="text"/>	<input type="text"/>
Email:	<input type="text"/>	

1.	Name of the agency <sup>1</sup> you are complaining about:
2.	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 the other person capable of making the complaint him or herself? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> I'm not sure
3.	What is the specific <b>conduct</b> <sup>2</sup> you are complaining about?

4.	<p>Please tick which of the following describes your complaint: <i>(You can tick more than one)</i></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> collection of my personal/health information</li> <li><input type="checkbox"/> security or storage of my personal/health information</li> <li><input type="checkbox"/> refusal to let me access or find out about my own personal/health information</li> <li><input type="checkbox"/> accuracy of my personal/health information</li> <li><input type="checkbox"/> use of my personal/health information</li> <li><input type="checkbox"/> disclosure of my personal/health information</li> <li><input type="checkbox"/> other</li> <li><input type="checkbox"/> I'm not sure</li> </ul>
5.	When did the conduct occur? <i>(Please be as specific as you can)</i>
6.	When did you first become aware of this conduct?
7.	<p>You need to lodge this application within 6 months of the date you have written at Q.8. If more than 6 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 6 months to make your complaint:</p>
8.	What effect did the conduct have on you?
9.	What effect might the conduct have on you in the future?
10.	<p>What would you like to see the agency do about the conduct? <i>(For example : an apology, a change in policies or practices, your expenses paid, damages paid to you, training for staff, etc.)</i></p>
11.	<p>I understand that this form will be used by the agency to process my request for an Internal Review.</p> <p>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; or  section 21 of the Health Records and Information Privacy Act 2002;  and that the Privacy Commissioner will be kept advised of the progress of the review.</p>
12.	<p>I would prefer the Privacy Commissioner to have:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> a copy of this application form, or</li> <li><input type="checkbox"/> just the information provided at Q's 5 - 12.</li> </ul>

Your Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**NOW SEND THIS FORM TO THE AGENCY YOU HAVE NAMED AT**

**Q.1**

**Keep a copy for your own records too.**

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<sup>1</sup> The PPIP 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".

The HRIP Act regulates private and public sector agencies and private sector persons.

<sup>2</sup> '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.