

Privacy Complaint Form

Request for an internal review of the conduct in relation to a privacy breach.

What is an internal review?

An internal review provides individuals with a formal avenue for resolving privacy complaints under Part 5 of the *Privacy and Personal Information Protection Act 1998* (PIIP Act) and s 21 of the *Health Records and Information Privacy Act 2002* (HRIP Act). Individuals are able to request an internal review of conduct they believe has breached their privacy. The review includes an investigation into the relevant conduct of the agency and involves the NSW Privacy Commissioner.

Resolving your complaint informally

We encourage people to try to resolve privacy concerns with us informally before going through the internal review process, or at least contact us by emailing governancelegal@gcc.nsw.gov.au before lodging an application to discuss the issue. Alternatively, you can use our general complaint process available by contacting (02) 8289 6200 or emailing info@gcc.nsw.gov.au.

When to use this form?

If your privacy complaint cannot be resolved informally, you may request an internal review by completing and submitting this form. If you need help filling out this form, please contact us on the details above.

How to lodge this form?

Please send your completed form and any supporting documents to the Privacy Officer at governancelegal@gcc.nsw.gov.au.

Additional information

We will acknowledge your request for internal review within 5 working days. We will aim to complete the review within 60 calendar days and respond to you in writing within 14 calendar days of deciding the internal review. We will contact you to advise how long the review is likely to take, particularly if it may take longer than expected.

Privacy notice

The Greater Cities Commission (the Commission) is subject to the PIIP Act and HRIP Act which requires us to comply with the Information Protection Principles and Health Privacy Principles.

Your personal information is being collected by the Commission in order to process your application for an internal review of conduct under the PIIP Act and/or HRIP Act. The provision of personal information by you on this form is voluntary, however if you do not provide it we may not be able to process your application. The Commission will use your personal information to liaise with relevant business units to conduct the internal review and will provide details of your application for internal review to the NSW Privacy Commissioner. The Commission may need to disclose your complaint to third parties in order to properly investigate it or to verify the information you provide. Otherwise, we

will not disclose your personal information without your consent unless authorised or required by law.

You have the right to access and correct any personal information that you provide to us. If you wish to do so, please contact us by sending an email to governancelegal@gcc.nsw.gov.au.

Applicant details

1.	Name of the agency you are complaining about: Greater Cities Commission
2.	Your full name:
3.	Your postal address:
4.	<p>If you are complaining on behalf of someone else, write their full name here:</p> <p>What is your relationship to this other person? (e.g. parent or lawyer)</p> <p>Is the other person capable of making the complaint him or herself?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> I'm not sure</p>

Details of Conduct

5.	<p>What is the specific <i>conduct</i> you are complaining about?</p> <p><i>(‘Conduct’ can include an action, a decision, or even inaction by the Commission. For example, the ‘conduct’ might be a decision to refuse you access to your personal information, or the action of disclosing your personal information to another person, or a failure to protect your personal information from being inappropriately accessed by someone else.)</i></p>
-----------	--

<p>6.</p>	<p>Please tick which of the following reason(s) for your complaint:</p> <ul style="list-style-type: none"> <input type="checkbox"/> collection of my personal/health information <input type="checkbox"/> security or storage of my personal/health information <input type="checkbox"/> refusal to let me access or find out about my own personal/health information <input type="checkbox"/> accuracy of my personal/health information <input type="checkbox"/> use of my personal/health information <input type="checkbox"/> disclosure of my personal/health information <input type="checkbox"/> other <input type="checkbox"/> I'm not sure
<p>7.</p>	<p>When did the conduct occur? <i>(Please be as specific as you can)</i></p>
<p>8.</p>	<p>When did you first become aware of this conduct?</p>
<p>9.</p>	<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 Commission's Privacy Officer 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>
<p>10.</p>	<p>What effect did the conduct have on you?</p>
<p>11.</p>	<p>What effect might the conduct have on you in the future?</p>
<p>12.</p>	<p>What would you like to see the Commission 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>

I understand that this form will be used by the Commission to process my request for an Internal
I understand that details of my application will be referred to the NSW Privacy Commissioner as
law, and that the Privacy Commissioner will be kept advised of the progress of the review.

I would prefer the Privacy Commissioner to have:

- a copy of this application form, or
- just the information provided at Q's 5 - 12.

Your signature:

Dated:

