

Application for internal review

You can make a complaint relating to the management of your personal information under s53 of the *Privacy and Personal Information Protection Act 1998* (PPIPA) or s21 of the *Health Records and Information Privacy Act 2002* (HRIPA). If you need help in filling out this form, please visit the University's privacy pages for more information and contact details (<http://www.mq.edu.au/privacy>).

It is not a requirement under the PPIPA Act or the HRIPA Act that you complete an application form. This form is designed to assist us in correctly identifying the nature of the conduct you are complaining about and determine whether a breach has occurred.

If you choose not to complete this form, you must still make a written request for an internal review and describe the conduct in sufficient detail to allow us to determine if there has been a breach.

Applicant's details

Title	
Surname	
First Name	
Postal Address	
Telephone number	
Email address	

If the complaint is on behalf of someone else

Title	
Surname	
First Name	
Postal Address	
Telephone number	
Email address	
Relationship to applicant	

Is the person capable of making the complaint by him/herself?

☐ Yes

☐ No

☐ Unsure



Details of the complaint (Use continuation sheets if necessary)

1. What is the specific conduct you are complaining about?

“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.

2. Please tick which of the following information handling practices are relevant to your complaint: (you may tick more than one option)

- ☐ collection of my personal or health information
- ☐ security or storage of my personal or health information
- ☐ refusal to allow me access or find out about my own personal or health information
- ☐ accuracy of my personal or health information
- ☐ use of my personal or health information
- ☐ disclosure of my personal or health information
- ☐ other
- ☐ unsure



3. Describe the type of information involved (eg name, aged, address, health information etc)

4. When did the conduct you are complaining about occur? *(use dates if possible)*

5. When did you become aware of this conduct?

6. You need to lodge this application within six months of the date at Q.4. If more than 6 months has passed from the date you became aware of the conduct, you will need to ask for special permission to lodge a late application.

Please explain why you have taken more than six months to make your complaint (for example: I had other urgent priorities – list them, or while the conduct occurred more than six months ago, I only recently became aware of my privacy rights, I was ill or incapacitated etc):



7. What effect did the conduct have on you?

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



9. What would you like to see the University do about the conduct?

(for example: an apology, a change in policies or practices, , compensation, training for staff, etc.)



Declaration and signature

I understand that this form will be used by the agency to process my request for an internal review. I understand and accept that details of my application (including my personal information) will be referred to the Privacy Commissioner in accordance with our obligation to notify under: section 54(1) of the *Privacy and Personal Information Protection Act*; or section 21 of the *Health Records and Information Privacy Act*; and that the Privacy Commissioner will be kept advised of the progress and outcome of the internal review.

Applicant's name:

Applicant's signature:Date:

Once completed, post this form to: Privacy Officer, Macquarie University NSW 2109, Australia
or by email to: privacyofficer@mq.edu.au

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Date received:

File reference:

Privacy statement: you are not required to provide the information sought on this form, but if you do not provide all the information requested, the University may not be able to process your request. The information on this form will be used by the University's staff in order to process your request and will not be disclosed outside the University without your express consent (except where required or authorised by law). Any enquiries regarding access to, or correction of, your personal information held by the University or complaints should be addressed to the Privacy Officer.