



This is an application for review of conduct under: (please choose one)

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

1. Applicant Details

Surname: Title: Mr / Mrs
Other names:
Postal address: Postcode:
Day-time telephone: Facsimile:
Email:

2. If the complaint is on behalf of someone else, please provide their details:

.....
.....

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

.....

Is the person capable of making the complaint by himself or herself?

- Yes
No
Unsure

3. Please tick which of the following describes your complaint: (Please tick all that apply)

- Collection of my personal information
Security or storage of my personal information
Refusal to let me access or find out about my own personal information
Accuracy of my personal information
Use of my personal information
Disclosure of my personal or health information (if so, who was it disclosed to? Please detail below).

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- Other
- I'm not sure

.....

4. What is the specific conduct you are complaining about? (see footnote for explanation of “conduct”)

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5. When did the conduct occur (date)? (please be as specific as you can)

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6. When did you first become aware of this conduct (date)?

.....

7. You need to lodge this application within 6 months of the date you became aware of this conduct. If more than 6 months has passed, you need to ask the Authority for special permission to lodge a late application. If you need to, please write here your explanation of why you have taken more than 6 months to make your complaint.

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8. What effect did the conduct have on you?

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

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10. What would you like to see the Authority 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.)

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11. Acknowledgement

I understand that this form will be used by the NSW Rural Assistance Authority 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; or section 21 of the Health Records and Information Privacy Act; and that the Privacy Commissioner will be kept advised of the progress of the internal review.

Your signature: _____

Date: _____

Where to send the form

Privacy Officer
NSW Rural Assistance Authority
Locked Bag 23
ORANGE NSW 2800

Please keep a copy of this completed form for your records

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- 1 It is not a requirement under the PPIP Act or the HRIP Act that you complete an application form. This form is designed for your convenience only. However, you must make a written request in some form to the Authority for the matter to be a valid internal review.
 - 2 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.
 - 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.