

# Privacy Complaint Form



This form is to assist you in making a complaint under the *Information Privacy Act 2000* (the Act) about the handling of your personal information by South Gippsland Water. Under the Act, complaints may be made against the following:

- An agency or organisation handling your information;
- A service provider contracted by an agency;
- A Court or a Tribunal.

For the protection of everyone's privacy we can only accept complaints made by the person involved – or an authorised representative. Therefore, if you want to lodge a complaint on behalf of another person, please provide proof of your authority to do so. It is important that all the required information is legible. If more space is needed, please attach additional pages.

South Gippsland Water Privacy Officer is available during office hours on (03) 5682 0444 if you require assistance.

## Collection Notice

South Gippsland Water protects your privacy by collecting and handling your personal information in accordance with the requirements of the *Information Privacy Act 2000*. The information provided on this form will only be used to investigate and conciliate your privacy complaint. It may be disclosed to areas within the agency that may have information relevant to your complaint. Failure to provide the information requested may prevent your complaint from being investigated. You have a right to access and correct the personal information you provide to South Gippsland Water. For further information regarding South Gippsland Water's privacy policy please refer to our website [www.sgwater.com.au](http://www.sgwater.com.au).

## About you, the applicant

Your details:

Name: \_\_\_\_\_

Postal Address: \_\_\_\_\_  
\_\_\_\_\_

Telephone No. (Business hours): \_\_\_\_\_

Email (Optional): \_\_\_\_\_

**Please advise our office as soon as possible if any of your contact details change.**

Fill out the below section if you are lodging a complaint on behalf of someone else.

Name of the person: \_\_\_\_\_

Relationship to the person: \_\_\_\_\_

Please provide written authorisation by the individual wishing to make the complaint and proof of your identity. Please submit it with this form. An investigation cannot proceed without this information.

# Privacy Complaint Form



## What is the Basis of Your Complaint?

Please provide all the information that you think is relevant to assist South Gippsland Water to resolve your complaint.

Which business section/s of South Gippsland Water do you believe may have breached your privacy?

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What involvement have you had with South Gippsland Water?

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## You're Complaint

Please describe how you believe your privacy has been breached.

**What** happened, **where** did it happen, **when** did it happen and **who** did it?  
Please provide as much information as possible.

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What impact has this had?

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What outcome would you like to see from this complaint?

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## Documents

Please provide copies (not the originals) of any document(s) that may help us investigate your complaint (for example, any correspondence or records of conversations you have had with the area or person involved). Please submit these with this form.

## Please sign and date this form

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

*Notify Community Relations Officer when revised for external publishing*