

INFORMATION PRIVACY COMPLAINT FORM

Isaac Regional Council will use the information you provide on this form to conciliate and investigate your information privacy complaint. We may disclose the information you provide to a third party if required to do so by law or if your permission is sought. Should the complaint be referred to the Office of the Information Commissioner, Queensland, we will need to disclose the information in order to conciliate your complaint.

This form is to assist you in making a complaint, under the *Information Privacy Act 2009*, about the handling of your personal information held by, or in the control of, Isaac Regional Council.

You may only complain about the mishandling of your own personal information; not about anyone else's information. Parents of minors, legal guardians and those with a legal authority may complain on behalf of their children or wards etc. If you are complaining on behalf of someone else's please provide proof of your authority to do so.

Please note, use of this form is optional, however, to assist our privacy officer in resolving your complaint, it is important that you include all the required information. If more space is required, please attach additional pages.

YOUR DETAILS – THE COMPLAINANT

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

NAME			
POSTAL ADDRESS			
PHONE		FAX	
EMAIL			

COMPLETE THIS SECTION IF YOU ARE COMPLAINING ON BEHALF OF SOMEONE ELSE

Please provide proof of your authorisation – i.e. written authorisation by the individual wishing to make the complaint. Please submit it with this form.

NAME OF THAT PERSON	
WHAT IS YOUR RELATIONSHIP TO THAT PERSON	

THE RESPONDENT – WHO ARE YOU COMPLAINING ABOUT

I am complaining about the handling of my personal information by Isaac Regional Council

THE PERSON/PERSONS/DEPARTMENT I BELIEVE RESPONSIBLE IS		
WHO IS RESPONSIBLE	Do Not Know	Not Sure

INFORMATION PRIVACY COMPLAINT FORM

WHAT INVOLVEMENT HAVE YOU HAD WITH ISAAC REGIONAL COUNCIL

HOW DO YOU BELIEVE YOUR PRIVACY HAS BEEN BREACHED?

PLEASE DESCRIBE BRIEFLY HOW, IN YOUR VIEW, YOUR PRIVACY HAS BEEN BREACHED

What happened, Where did it happen, and Who did it? Please provide as much detail as you can recall.

HOW HAS THIS AFFECTED YOU?

DOCUMENTS

Please provide copies (not the original) of any documents that may help us to investigate your complaint (for example, any correspondence or records of conversations you have had with Council staff or contracted service providers).

NOTE: Council has 45 business days from the date of receipt to finalise your complaint, if this deadline is not met you can lodge your complaint with the Office of the Information Commissioner, Queensland.

Once completed please send form and any attachment to:
records@isaac.qld.gov.au or Isaac Regional Council, PO Box 97, Moranbah QLD 4744
or deliver in person to your local Isaac Regional Council office

DEPARTMENT USE ONLY

PROCESSED BY	Signature	Date	
	Print Name		