

Privacy Complaint Form

Request for an Internal Review of 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* (PPIP 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 sending an email to privacy@transport.nsw.gov.au before lodging an application to discuss the issue. Alternatively, you can use our general complaint process available by contacting 131 500 or filling out a form on the [website](#).

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:

By post: Privacy Team
 Legal, Privacy and Information Access
 Transport for NSW
 PO Box K659
 Haymarket NSW 1240

By email: privacy@transport.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.

Applicant Details

Mr / Mrs / Miss / Ms: Given Names:

Surname:

Postal address:

.....State: Postcode:

Daytime telephone number/s:

Email:

I agree to receive correspondence at the above email address.

Name of the Transport Agency Your Complaint Is About

Please indicate which transport agency your privacy complaint relates to:

- | | |
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| <input type="checkbox"/> Transport for NSW | <input type="checkbox"/> Sydney Trains |
| <input type="checkbox"/> NSW Trains | <input type="checkbox"/> Sydney Metro |
| <input type="checkbox"/> State Transit Authority | <input type="checkbox"/> Point to Point Commission |

Transport for NSW co-ordinates privacy complaints in respect of all of the above transport agencies and your complaint will be referred to the relevant transport agency who will investigate your complaint and report back to you.

Details of Conduct

When did the conduct occur?

When did you first become aware of this conduct by the transport agency?

If more than 6 months have passed since you were first made aware of the conduct, please explain why you have taken more than 6 months to make your complaint (attach additional pages if necessary):

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Please describe in detail the conduct of the transport agency in respect of which you wish to make a privacy complaint (attach additional pages if necessary):

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Role of the Privacy Commissioner in the internal review process

Under s 54(1) of PPIP Act and s 21 of HRIP Act we must provide details of your application to the NSW Privacy Commissioner for the purposes of enabling the Commissioner to fulfil his/her functions under PPIP Act. The Privacy Commissioner may make submissions in relation to your application for internal review.

Privacy Notice

TfNSW and the Transport agencies listed above are subject to the *Privacy and Personal Information Protection Act 1998* (PPIP Act) and *Health Records and Information Privacy Act 2002* (HRIP Act) which requires us to comply with the Information Protection Principles and Health Privacy Principles.

Your personal information is being collected by Transport for NSW (TfNSW) in order to process your application and refer it to the relevant Transport agency for the conduct of an internal review under PPIP 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 relevant Transport agencies 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. TfNSW and the relevant transport agencies 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.

Your personal information will be held by TfNSW at 18 Lee Street, Chippendale NSW 2008 which is where all applications are initially received. If your request for internal review concerns one of the Transport agencies, it will also be held by the relevant agency at:

- NSW Trains – 470 Pitt Street, Sydney NSW 2008
- Sydney Trains – Level 21, 477 Pitt Street, Sydney NSW 2008
- State Transit Authority – Level 4, 15 Bourke Road, Mascot NSW 2020
- Sydney Metro – Level 44, 680 George Street, Sydney NSW 2000

You have a 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 privacy@transport.nsw.gov.au.

Applicant's signature: Date: