



PRIVACY COMPLAINT FORM

Document Reference No: 046-191-FORM

This form is to assist you in making a complaint about the handling of your personal information by the Mallee Catchment Management Authority or a contracted service provider of the Authority under the *Privacy and Data Protection Act 2014* (PDP Act).

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

Your details

Name			
Address			
Town		Postcode	
Phone		Email	

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

Your complaint

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, please provide proof of your authority to do so.

I am complaining about:

Mallee CMA business unit			
Other Organisation			
Individual(s)			
Address			
Town		Postcode	

How do you believe your privacy has been breached?

Please provide a description of what happened, where it happened and who did it.

How has this affected you?

Have you taken this complaint to any other organisation? If so, please provide details

Additional information

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 Mallee CMA staff or contracted service providers).

Please sign and date this form and return to Mallee CMA at the address below

/ /

Signature

Date

Return to Mallee CMA

Please return the completed form and any additional documentation by post or email to:

Privacy Team

Mallee Catchment Management Authority

PO Box 5017, Mildura, Victoria 3502

Email: foi@malleecma.com.au

Collection Notice:

In the course of submitting this form, you are providing personal information. Your personal information will be managed in accordance with Mallee CMA Privacy and Data Protection Policy, available at www.malleecma.com.au/corporate-policies.

If you want access to the personal information we hold about you, just ask. In most cases, we can provide this to you informally. In some cases, however, we may require you to make a Freedom of Information (FOI) request.

We collect your personal information for the purposes of assisting you to resolve your privacy complaint. In the course of your complaint, we may also collect personal information about you.

Section 61 of the PDP Act requires us to notify the respondent of your complaint. We usually do this by providing them with a copy of your complaint (or a summary approved by you). This is to enable the opportunity to investigate your complaint and provide a response to our Office.

You are welcome to contact our Office anonymously to make an enquiry or discuss privacy issues. However we cannot accept anonymous complaints.

File Action: *ECM/OVIC/Privacy*