## Privacy complaint - request for internal review



Use this form to make a formal complaint about the way the State Library has handled your personal or health information. An internal review is a formal process to investigate a privacy complaint relating to conduct that involves personal information or health information and is processed in accordance with the *Privacy and Personal Information Protection Act 1998* (NSW) (PPIP Act) and/or the *Health Records and Information Privacy Act 2002* (NSW) (HRIP Act).

A person who feels that the State Library has breached their privacy can apply for an internal review of the conduct under section 53 of the PPIP Act or section 21 of the HRIP Act.

Internal review requests should be lodged within 6 months of when you became aware of the conduct in question. The Library reserves the right to accept or reject any application past that time frame (under section 53(3) of the PPIP Act.

Full name:	A. APPLICANT'S DETAILS	:				
Image:	Full name:					
Email:	Address:					
Telephone:				Postcode:		
Object of the conduct: <ul> <li>This complaint relates to my privacy.</li> <li>I am complaining on behalf of another person who's privacy is the subject of this complaint. (If you are complaining on behalf of another person you need to provide their consent for you to act on their behalf. If the other person is unable to make this complaint, evidence to support that fact, and your authority to complain on their behalf, will need to be provided.)           C. DETAILS OF THE COMPLAINT:           Indicate which of the listed items best describes your complaint, (tick all that apply)           Collection           I collection           I refused access           I accuracy         I accuracy           I use         I use           I disclosure         I disclosure           I was         I other or unsure           i. What is the <i>conduct</i> you are complaining about? (Provide as much specific information as you can e.g. what happened,</li></ul>	Email:					
Image: constraining on behalf of another person who's privacy is the subject of this complaint.         If you are complaining on behalf of another person you need to provide their consent for you to act on their behalf. If the other person is unable to make this complaint, evidence to support that fact, and your authority to complain on their behalf, will need to be provided.)         C. DETAILS OF THE COMPLAINT:         Indicate which of the listed items best describes your complaint       Conduct relating to personal information         I collection       I collection         I refused access       I refused access         I refused access       I refused access         I accuracy       I use         I disclosure       I use         I retention or destruction       I retention or destruction         I other or unsure       I other or unsure	Telephone:					
If you are complaining on behalf of another person you need to provide their consent for you to act on their behalf. If the other person is unable to make this complaint, evidence to support that fact, and your authority to complain on their behalf, will need to be provided.)         C. DETAILS OF THE COMPLAINT:       Indicate which of the listed items best describes your complaint (tick all that apply)       Conduct relating to personal information collection         Indicate which of the listed items best describes your complaint (tick all that apply)       Conduct relating to personal information collection       collection         Indicate which of the listed items best describes your complaint (tick all that apply)       Conduct relating to personal information collection       collection         Indicate which of the listed items best describes your complaint (tick all that apply)       Indicate which of the collection       collection         Indicate which of the listed items best describes your complaint (tick all that apply)       Indicate which of the collection       collection         Indicate which of the listed items best describes your complaint (tick all that apply)       Indicate access       collection         Indicate which of the listed items best describes your complaint (tick all that apply)       Indicate access       collection         Indicate which of the listed items best describes your complaint (tick all that apply)       Indicate access       collection         Indicate which of the listed items best describes your complaint (tick all that apply)       Indicate access <th>Object of the conduct:</th> <th colspan="4">This complaint relates to my privacy.</th>	Object of the conduct:	This complaint relates to my privacy.				
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Indicate which of the listed items best describes your complaint (tick all that apply)       Conduct relating to personal information       Conduct relating to health information         i collection       i collection       i collection         i security       i security       i security         i refused access       i refused access       i refused access         i use       i use       i use         i disclosure       i disclosure       i disclosure         i other or unsure       i other or unsure       i other or unsure		(If you are complaining on behalf of another person you need to provide their consent for you to act on their behalf. If the other person is unable to make this complaint, evidence to support that				
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describes your complaint (tick all that apply)       Collection         security       security         refused access       refused access         accuracy       accuracy         use       use         disclosure       disclosure         retention or destruction       retention or destruction         other or unsure       other or unsure	Indicate which of the	Conduct relating to personal information	Conduct relating to health information			
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i       use         i       use         i       disclosure         i       disclosure         i       retention or destruction         i       other or unsure         i       What is the conduct you are complaining about? (Provide as much specific information as you can e.g. what happened,		□ refused access	□ refused access			
<ul> <li>i. What is the <i>conduct</i> you are complaining about? (Provide as much specific information as you can e.g. what happened,</li> </ul>		□ accuracy	□ accuracy			
i. What is the conduct you are complaining about? (Provide as much specific information as you can e.g. what happened,		□ use	□ use			
i. What is the <i>conduct</i> you are complaining about? (Provide as much specific information as you can e.g. what happened,		□ disclosure	☐ disclosure			
i. What is the <i>conduct</i> you are complaining about? (Provide as much specific information as you can e.g. what happened,		$\Box$ retention or destruction	$\Box$ retention or c	destruction		
		□ other or unsure	C other or unsu	ıre		

ii. When did the conduct occur? (Please be as specific as you can.)

iii. When did you first become aware of this conduct?

iv. If more than 6 months has passed, you need to ask the Library for special permission lodge a late application. If you need to, write here to explain why you have taken more than 6 months to lodge this complaint.

v. What effect did this conduct have on you?

vi. What would you like to see the Library do about the conduct? (For example: an apology; a change in practices; training for staff.)

## **D. PRIVACY STATEMENT**

Information on this form will be used by the State Library to process your request for an internal review, including undertaking the investigation and responding to your complaint. The information may also be used and disclosed where necessary to deal with any subsequent appeals regarding the outcomes of the review.

Under section 54(1) of the *Privacy and Personal Information Protection Act 1998* (NSW), the State Library is required to inform the NSW Privacy Commissioner as soon as practicable following the receipt of an application for internal review, keep the Commissioner informed of the review's progress, and of its outcomes. Information provided on this form and identified throughout the investigation will be disclosed to the NSW Privacy Commissioner as required by this Act.

Information relating to this investigation will be retained as part of the State Library's official record until all appeals and legal matters that are involved or may arise are completed, and as required to satisfy minimum legal retention requirements specified under general retention and disposal authorities issued under the *State Records Act 1998* (NSW).

## **E. APPLICANT DECLARATION**

I hereby acknowledge that the information provided on this form is accurate to the best of my knowledge, and understand that the conditions specified in the privacy statement are necessary as part of this internal review process.					
Signature:			Date: / /		
Post, email or deliver this form to: Privacy Contact Officer, State Library of NSW, Macquarie St Sydney 2000 Email: <u>privacy@sl.nsw.gov.au</u>					
Administrative use only:	Date received:	File numb	er:		