

# Lucy's

# STORY

## Peace of mind

Lucy\* suspected that her health records had been seen by someone who shouldn't have seen them. She wrote to the health agency to ask if a particular person had accessed her records.

The health agency looked into it, and confirmed Lucy's suspicions that someone had accessed her records without authority. But they wouldn't tell Lucy who it was.

So Lucy made a privacy complaint. As part of the process for resolving the complaint, the health agency was able to give Lucy very detailed information about what records had and had not been accessed.

This gave Lucy the assurance she needed that her sensitive, personal health records had not been seen by someone who shouldn't have seen them.



*The Information Privacy Act  
helps protect your information.  
It can also  
give you peace of mind.*



Office of the Information Commissioner  
Queensland



\* not the applicant's real name

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