



Report a privacy breach to the Office of the Information Commissioner

Note: this form is intended for use by Queensland Government agencies. If you are not an agency and you wish to notify the Office of the Information Commissioner (OIC) of a privacy breach please contact OIC's Enquiries Service at enquiries@oic.qld.gov.au or call us on (07) 3234 7373 or 1800 642 753.

If you have any questions when completing this form please contact the Office of the Information Commissioner's Enquiries Service on Telephone: (07) 3234 7373 or Email: enquiries@oic.qld.gov.au.

It is not mandatory under the IP Act for Queensland Government agencies to notify OIC or affected individuals in the event of a privacy breach.

Read the [Privacy breach management and notification guideline](#), for further information including additional factors that may be relevant to your circumstances. For detailed guidance, seek legal advice.

How to submit this form

Completed forms should be emailed to the Office of the Information Commissioner.

Email: administration@oic.qld.gov.au

Collection notice

Completing this form will:

- Provide your agency with a summary document for the breach and the steps taken to address it.
- Enable your agency to request OIC contact your agency concerning the breach and/or its consequent management.
- Assist OIC to respond to community enquiries about the privacy breach including the appropriate person in the agency to whom enquiries can be directed (agency contact person).

The personal information you provide on this form will be used to deliver these outcomes. OIC will respect the confidence of provided commercially or operationally sensitive information and will only disclose this information after consulting with you or where required by law.

For more information, please refer to: [how the OIC handles and manages personal information](#).

Details of person making the report

First name *

Last name *

Position*

Agency *

Business unit *

Contact phone *

Email address

The preferred agency contact may be different to the person making the report. The preferred agency contact is used by OIC where you request we contact about the report.

I am the agency contact person for this report: Yes No

Please enter preferred agency contact details

First name *

Last name *

Position

Agency

Contact phone *

Contact email *

About the privacy breach

What type of personal information was involved? * (Choose all that apply)

Identifying information such as name or date of birth

Contact information such as home address, phone number or email address

Financial information such as credit card number/s

Tax File Number

Identifiers such as licence number, Medicare number or Student identifier

Other – please specify

Number of individuals whose personal information is involved in the breach * (if known)

1

2 - 10

11 - 50

51 - 100

Greater than 100

Unknown

Date the breach occurred (or best estimate): DD/MM/YYYY

Date the breach was discovered: DD/MM/YYYY

What was the primary source of breach? *

Human error

Personal information sent to wrong recipient (email)

Personal information sent to wrong recipient (mail)

Personal information sent to wrong recipient (other)

Failure to use BCC when sending email

Other – please specify

Unauthorised disclosure or use

Loss of hardware, documents or data

Insecure disposal

Malicious or criminal attack

Cyber incident (eg phishing, ransomware, hacking, malware)

Social engineering/impersonation

Rogue employee/insider threat

Other – please specify

Currently unknown

Describe how the breach occurred (if known)

Is there a risk of serious harm to individuals affected by the breach? *

Agencies are strongly encouraged to notify OIC of a breach, particularly if there is a risk of serious harm to affected individuals.

Refer to the [Privacy Breach Self Assessment Tool \(MS Word, 50KB\)](#)

Yes

No

Unsure

Steps taken to contain or control the privacy breach

Have you notified the affected individuals? *

You should consider your responsibility to notify individuals whose information has been breached. **Agencies should notify individuals where there is a risk of serious harm to the individuals.** Prompt notification to individuals can help avoid or lessen the damage by enabling the individual to take steps to protect themselves. Transparency and clear information about a breach is also important to help build trust.

Yes

No

Under consideration

What action, including remedial action, have you taken or intend to take to contain and mitigate the impact of the breach?

What action have you taken, or do you intend to take, to prevent a reoccurrence of the breach?

Please list the data protection authorities, law enforcement bodies or regulatory bodies where you have reported or intend to report the breach.

Please provide any additional information, or matters you would like to draw to the OIC's attention?

Supporting documents

Supporting documents can be attached when submitting this breach notification

Note: If you are submitting this form via email, attachments must not exceed 8MB in size. If your submission exceeds this size, please contact our Administration team administration@oic.qld.gov.au for advice and assistance.

Further advice and assistance

Do you require OIC to contact the preferred agency contact about this incident?

Yes

No