

Make a privacy complaint



Office of the Information Commissioner
Queensland

Privacy complaints

When making a privacy complaint to the Office of the Information Commissioner (Queensland) (OIC), it must be made in writing, and include your name and contact details and a brief description of your privacy complaint. Complaints should be submitted via [OIC's Online Privacy complaint form](#). Alternatively, a privacy complaint can be submitted by completing this form.

Privacy statement

The personal information you provide is collected for the purpose of managing your privacy complaint, including communicating with you by email, mail, or telephone. The OIC is authorised to collect this information under Chapter 5 of the *Information Privacy Act 2009 (Qld)* (IP Act). The OIC is also required to notify the entity the subject of your complaint about your complaint, under section 165(3) of the IP Act.

Your personal information may be used or disclosed by OIC for the following purposes:

- To communicate with you throughout the complaint process, including providing you with our preliminary view of the merits of your complaint and any decisions we make determining or resolving your complaint.
- To communicate with the government agency (or its contracted service provider) that you have complained about, including communicating to them any submissions or information you provide to us in support of your complaint.
- To conduct surveys so that we can improve our services.

The OIC will not otherwise disclose your personal information without consent unless required or authorised by law.

The OIC's [privacy policy](#) and [privacy plan](#) contain more information about how the OIC handles personal information.

How to submit your privacy complaint

Please ensure you include any relevant supporting documents such as:

- Your original privacy complaint to the agency.
- The agency's response to your privacy complaint.
- Any additional documents that may substantiate your complaint.
- If required, your authority to act on behalf of the complainant.

Email your completed form to us at administration@oic.qld.gov.au or alternatively mail it to:

Attention: Privacy Team
Office of the Information Commissioner
PO Box 10143 Adelaide Street
BRISBANE QLD 4000

Need help?

If you need help completing this form, please call our Enquiries Service on (07) 3234 7373 or 1800 642 753 (Monday to Friday 8.30am-4.30pm), or email enquiries@oic.qld.gov.au.

Fields marked with * are required

About your complaint

Are you making a privacy complaint against a Queensland government agency or its contracted service provider? *

Yes No

Under the IP Act, the OIC can only accept privacy complaints about Queensland government agencies or their contracted service providers.

If your complaint concerns one of the following, we will not be able to deal with your complaint:

- A member of the public
- A Commonwealth government agency
- A private organisation
- A government-owned corporation.

In these circumstances, another organisation could assist with your complaint. [View our list of other complaint bodies.](#)

About the agency

If you are concerned that an agency has breached your privacy, you should first speak with the responsible officer in the agency or make a formal written complaint to the agency. If the agency does not respond within 45 business days, or you are not satisfied with its response, you can then lodge a written complaint with the OIC.

If your complaint concerns more than one agency, you are required to make a separate complaint to each agency and allow each agency 45 business days to respond.

Does your complaint involve: *

A Queensland government agency

A third party organisation contracted by a Queensland government agency to provide services on its behalf

Name of the agency or contracted service provider:

Have you made a complaint directly to the agency or its contracted service provider? Yes No

Did you receive a response from the agency or the contracted service provider? Yes No

About you

First name: *

Last name: *

About your representative (if applicable)

Important note: In most instances, an individual can only make a complaint about their own personal information; however, at times, a representative such as a parent, lawyer, or support person may lodge a complaint on behalf of another person.

Representative's first name:

Representative's last name:

What is your relationship to the person you are lodging the complaint on behalf of?

Parent applying on behalf of their child

Guardian

Spouse

Family member

Legal representative

Advocate

Disability advocate

Support person

Enduring power of attorney

Other Please advise

Do you represent an organisation?

Yes Please advise

No

Contact information

Please provide at least an email or postal address. We will use the address you provide to send correspondence to you. *

Phone:

Email:

Postal address:

What is your preferred method of contact?

Phone

Email

Postal address

About your complaint

Please provide a brief summary of your complaint: *

When did you become aware of the privacy breach: *

What would you like to happen as a result of your complaint:

Assistance requirements

Do you require an interpreter: * Yes No

If yes, which types of communication do you require an interpreter for?

Spoken communication

Written communication

Which language or dialect do you require an interpreter for:

Do you have accessibility requirements relevant to your participation in the privacy complaint process: *

Yes No

If yes, please indicate the type of assistance you require.