

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

OIC is authorised to collect personal information under the Information Privacy Act 2009 (Qld) (IP Act). The personal information you provide is collected for the purpose of managing your privacy complaint, including conducting surveys so that we can improve our services. We may also collect your personal information from the entity the subject of your complaint (respondent).

The information you provide is routinely shared with other entities:

- OIC will notify the respondent about your complaint, if required, and may provide a copy of your complaint and any submissions or information you provide in support of your complaint to the respondent.
- OIC may refer your privacy complaint to another entity (such as the Queensland Ombudsman or Health Ombudsman) under section 169 or 170 of the IP Act.
- OIC will provide your personal information to the Queensland Civil and Administrative Tribunal, if your complaint is accepted but not resolved through mediation, and you subsequently request referral.

If you choose not to provide your personal information to OIC, it may impact our ability to handle your complaint effectively. OIC generally does not disclose the personal information you provide in support of your privacy complaint to entities outside of Australia. OIC's privacy policy contains more information about:

- how OIC handles personal information; and
- how to make a complaint if you believe OIC has breached its obligations under the IP Act and how it will be managed.

OIC's privacy policy also explains that complainants cannot make an application to OIC, the Information Commissioner, the RTI Commissioner, or the Privacy Commissioner to access or correct personal information.

Supporting documents

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 or email enquiries@oic.qld.gov.au. For more information, visit our website at www.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.