



Privacy Complaints (Revision 2)

Target audience: Authority staff and external third parties

Alert/ safety/ special considerations: All complaints relating to an interference with an individual's privacy must be referred to the Privacy Officer - privacy@gbmpa.gov.au

Purpose

1. This procedure tells you how the Great Barrier Reef Marine Park Authority (the Authority) will handle your complaint about an interference with your privacy.

Context/ scope

2. The Authority recognises the importance of protecting the privacy and the rights of individuals in relation to their personal information and takes complaints made about potential interferences with those rights seriously. However, we cannot investigate all complaints about privacy. Once your complaint is received, we will assess it to make sure that you have complained about a privacy issue that is covered by the *Privacy Act 1988* (the Privacy Act).
3. Your complaint needs to involve your 'personal information' (see definition below). Personal information is any information that can reasonably identify an individual. If you have complained about something that the Privacy Act does not cover, we will write to you and explain why we cannot assist you. We may also refer your complaint to a different area of the Authority if that is more appropriate.
4. Sometimes we need more information to determine whether we can investigate your complaint. If this is the case, we may make preliminary inquiries into your complaint. We may contact you and third parties to gather more information about your privacy complaint.
5. Based on the information we gather, we may either move to investigate, resolve, or close your complaint. Any information or documents that you provide us may be given to Authority staff or third parties to assist in dealing with your complaint. If you do not wish for your information to be passed on, you will need to tell us in writing. However, given the nature of privacy complaints, if you do not want your information passed on, it may mean we are unable to continue to deal with your complaint.
6. We will provide you a written response to your complaint within 30 days of receiving it.

Definitions

7. **Personal information** means information or an opinion about an identified individual, or an individual who is reasonably identifiable:
 - (a) whether the information or opinion is true or not; and
 - (b) whether the information is recorded in a material form or not

Related documents/ legislation

8. The Great Barrier Reef Marine Park Authority's Privacy Policy.

Required forms/ equipment

9. Nil

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PROCEDURE

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Process/ procedural steps

How to make a complaint

10. If you believe that we have breached your privacy, please contact us using the contact information below. Your complaint must be made in writing and describe how you think your privacy has been interfered with, so that we can investigate it. It will assist if you can explain:

- what happened
- when it happened (including dates)
- what personal information of yours was affected
- who did it (include names of individuals involved if known)
- how and when you found out about it.

11. Please address your complaint to:

By Post: Privacy Officer
Great Barrier Reef Marine Park Authority
280 Flinders Street
PO Box 1379
Townsville Qld 4810
Australia

By email: privacy@gbmpa.gov.au

Possible outcomes

12. Depending on your particular complaint, some possible outcomes include:

- an apology
- a change to the Authority's practices or procedures
- staff counselling
- taking steps to address the matter, for example, providing access to personal information or amending records.

13. The complaints process has been documented in a flowchart and can be found at Figure 1 below.

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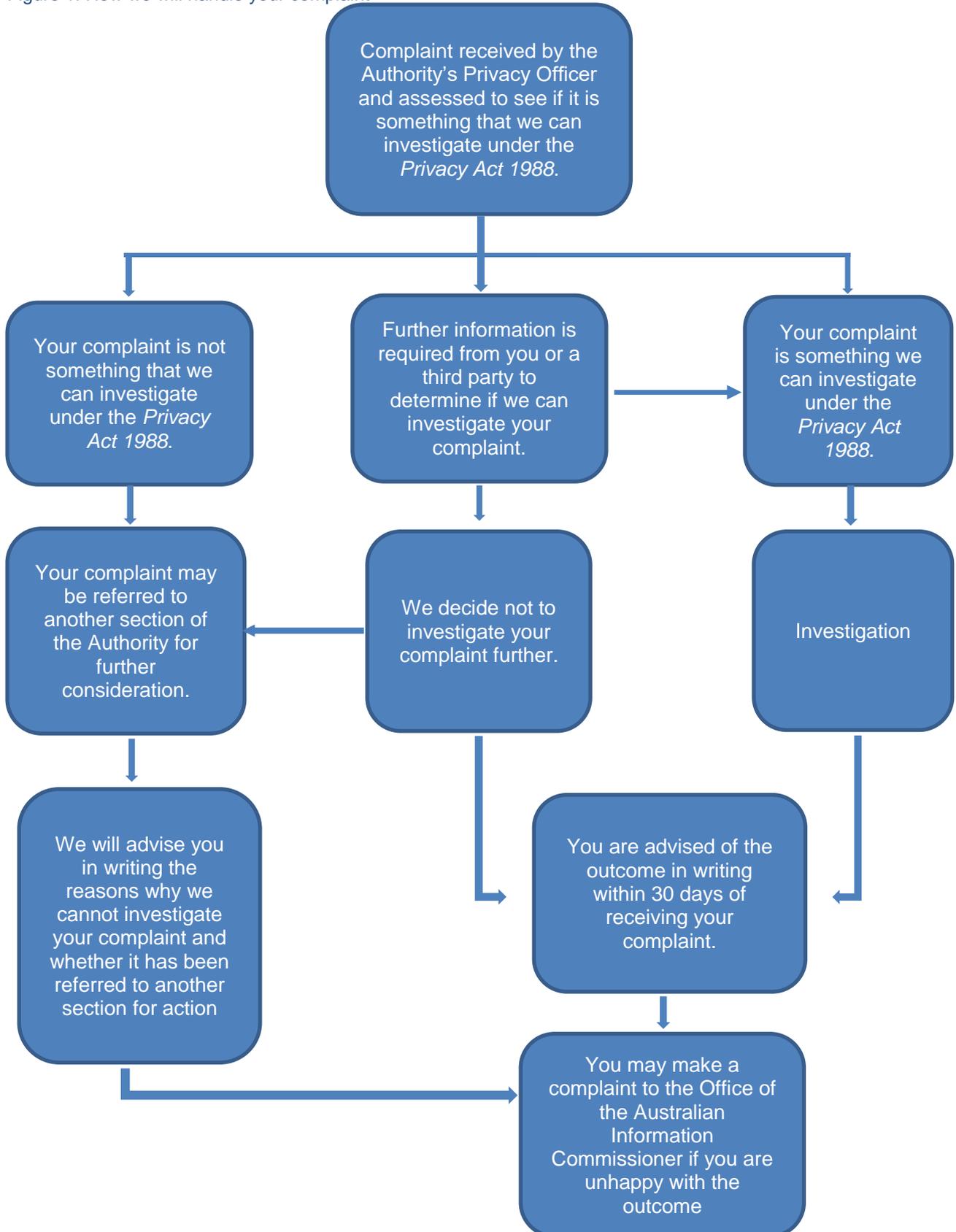
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Figure 1: How we will handle your complaint



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