



## Privacy Complaints Procedure (Revision 1)

To provide information on the Great Barrier Reef Marine Park Authority's privacy complaints policy, and how to deal with complaints about interferences with privacy.

Target audience: External third parties.

**Alert / safety / special considerations:** Nil.

### Objective/s

1. The Great Barrier Reef Marine Park Authority ("GBRMPA") recognizes the importance of protecting the privacy and the rights of individuals in relation to their personal information. This document is our privacy complaints procedure and it tells you how we will deal with complaints about interferences with privacy.

### Context

2. We cannot investigate all complaints about your 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 ("**Privacy Act**").
3. Your complaint needs to involve your 'personal information'. 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 GBRMPA if that is more appropriate.
4. Sometimes we need more information to see 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 GBRMPA officers 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. 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. GBRMPA will provide you a written response to your complaint within 30 days of receiving it.

### Definitions

7. Nil.

### Related policies / procedures / legislation

8. *Privacy Amendment (Enhancing Privacy Protection) Act 2012*
9. *Privacy Act 1988*
10. GBRMPA's Privacy Policy.

### Required forms / equipment

11. Nil.

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### Procedure / process

12. 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:

12.1. what happened

12.2. when it happened (including dates)

12.3. what personal information of yours was affected

12.4. who did it (include names of individuals involved if know)

12.5. how and when you found out about it.

13. Please address your complaint to:

Privacy Officer  
Great Barrier Reef Marine Park Authority  
2 - 68 Flinders Street  
PO Box 1379  
Townsville Qld 4810  
Australia

Phone + 61 7 4750 0700

Fax + 61 7 4772 6093

Or alternatively you may email your complaint to:

Email: [privacy@gbrmpa.gov.au](mailto:privacy@gbrmpa.gov.au)

### Possible outcomes

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

14.1. an apology

14.2. a change to GBRMPAs practices or procedures

14.3. staff counselling

14.4. taking steps to address the matter, for example providing access to personal information or amending records.

15. The steps in this procedure have been documented into a flowchart, and can be found at Figure 1, below.

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**Figure 1:** Diagram of procedural steps  
Complaint flowchart



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