Privacy complaint form

Use this form to make a privacy complaint to OVIC about how a Victorian public sector organisation has handled your personal information.

Before making a complaint to us it is important to read about [what to do before making a complaint, our privacy complaints process, and what happens next.](https://ovic.vic.gov.au/privacy/for-the-public/privacy-complaints/)

When you have completed this form email it to [privacy@ovic.vic.gov.au](mailto:privacy@ovic.vic.gov.au). If you need help completing this form or have questions, please [contact us](https://ovic.vic.gov.au/about-us/contact-us/).

**How will the information I provide be used?**

We use the information you provide to help us resolve your complaint. This includes contacting the organisation to notify them of your complaint, discussing the complaint with them, and collecting information about you from them.

We will usually share your responses to questions 10, 11 and 12 with the organisation.

We manage your personal information in accordance with our [Privacy Policy](https://ovic.vic.gov.au/about-us/internal-policies-procedures-and-registers/privacy-policy/).

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|  | Is your privacy complaint about a Victorian public sector organisation or a private entity providing a service to a Victorian public sector organisation? | | |
|  | Information with solid fill | | You can only complain to us about a Victorian public sector organisation or a private entity providing a service to Victorian public sector organisation. For example, a Victorian government department, a Victorian council, or a Victorian statutory authority. |
|  |  | Yes – Continue to question 2. | |
|  |  | No – We are unable to assist you. [Find information on other ombudsman or commissions that may be able to assist you](https://ovic.vic.gov.au/privacy/for-the-public/privacy-complaints/step-2-making-a-complaint-to-ovic/#who-else-might-be-able-to-help-me). | |

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|  | What is the name of the Victorian public sector organisation or their service provider? | |
|  | Organisation’s name: | Click or tap here to enter text. |

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|  | Have you complained to the organisation and given them 28 days to respond? | | |
|  | Information with solid fill | | You should first complain directly to the organisation and give them 28 days to respond.  If you don’t do this, we may decline your complaint. |
|  |  | Yes – In the space below, please detail the outcome of your complaint and why you disagree with it. Attach a copy of your complaint and any response the organisation provided. | |
|  |  | Click or tap here to enter text. | |
|  |  | No – In the space below, please explain why you haven’t complained to the organisation. | |
|  |  | Click or tap here to enter text. | |

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|  | Have you made the same or similar complaint to another regulator? | | | |
|  | Information with solid fill | | | For example, the Victorian Ombudsman, Victorian Health Complaints Commissioner, Victorian Equal Opportunity and Human Rights Commission, or Fair Work Australia. |
|  |  | No – Continue to question 5. | | |
|  |  | Yes – In the space below, please detail the outcome of your complaint. If you received a response from the regulator attach a copy to this form. | | |
|  |  | | Click or tap here to enter text. | |

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|  | Are you making this complaint on someone’s behalf or as a representative? | | |
|  | Information with solid fill | | For example, you are someone’s lawyer or advocate. |
|  |  | No – Skip to question 8. | |
|  |  | Yes – Continue to question 6. | |

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|  | Who do you represent? | | | | |
|  | Information with solid fill | These are the details of the person you are acting for or represent. | | | |
|  | Title: | | Click or tap here to enter text. | | |
|  | First Name: | | Click or tap here to enter text. | | |
|  | Last Name: | | Click or tap here to enter text. | | |
|  | Organisation (if applicable): | | | | Click or tap here to enter text. |
|  | Your relationship: | | | Click or tap here to enter text. | |

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|  | Do you have authority to represent or act for this person? | | |
|  | Information with solid fill | | You must have authority and consent from the person listed above act on their behalf. We may request evidence of your authority to act, including evidence of your identity. |
|  |  | I confirm I have authority to act for the person named above. I have their consent to receive and disclose their information and authority to resolve, finalise, or close this complaint. | |

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|  | What is your name? | | |
|  | Title: | Click or tap here to enter text. | |
|  | First Name: | Click or tap here to enter text. | |
|  | Last Name: | Click or tap here to enter text. | |
|  | Organisation (if applicable): | | Click or tap here to enter text. |

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|  | How can we contact you? | | |
|  | Information with solid fill | Please provide a phone number and either an email or postal address. | |
|  | Phone: | | Click or tap here to enter text. |
|  | Email: | | Click or tap here to enter text. |
|  | Post: | | Click or tap here to enter text. |

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|  | What is your complaint about? | |
|  | Information with solid fill | In the space below, please explain how the organisation misused your personal information. Providing detailed information will allow us to progress your complaint in a timely way. You should attach any documentary evidence to support your allegations.  Some of the things you should address include:   * What happened? * Why do you believe this was inappropriate? * What personal information was involved? * How and when did you find out about this? |
|  | Click or tap here to enter text. | |

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|  | How have you been affected? | |
|  | Information with solid fill | It is important that the organisation knows how you have been impacted so it can remedy this. Some ways you could have been impacted include financial loss, emotional distress, reputational damage, embarrassment, or fear for your physical safety.  You should attach any documentary evidence to support how you have been affected. |
|  | Click or tap here to enter text. | |

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|  | What would you like the organisation to do to resolve your complaint? | |
|  | Information with solid fill | This might include asking the organisation to apologise, provide an explanation, improve their processes, provide training to its staff, or pay you financial compensation. These outcomes should be connected and proportionate to the harm you have suffered.  Read our [Guide to Identifying Realistic Outcomes](https://ovic.vic.gov.au/privacy/for-the-public/privacy-complaints/identifying-realistic-outcomes-in-privacy-complaints/) to help you formulate your outcomes. |
|  | Click or tap here to enter text. | |

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|  | | What supporting information or documents are you attaching to your complaint? | | | |
|  | |  | | Correspondence you sent to the organisation raising your privacy complaint. | |
|  | |  | | The organisation’s response to your privacy complaint. | |
|  | |  | | Any correspondence between you and the organisation. | |
|  | |  | | Documents or evidence showing the harm that you have suffered. You may wish to include things such as invoices (for example, if you are seeking reimbursement), or a report from your doctor (for example, if you have suffered psychological harm). | |
|  | |  | | Any correspondence between you and another regulator if you complained to another regulator about the same or similar issue in the past. | |
|  |  | | Other: | | Click or tap here to enter text. |

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|  | Declaration | | |
|  | Information with solid fill | | Please confirm the following declarations. |
|  |  | To the best of my knowledge, the information provided on this form, including any attachments, is true and accurate. | |
|  |  | I understand that there are penalties and offences for providing false or misleading information to OVIC. | |