

Procedures for Access to and Management of, Personal Information / Complaints and Internal Review Procedures

Introduction

The [Right to Information Act 2009](#) and the [Information Privacy Act 2009](#) replaced Freedom of Information (FOI) laws and are designed to provide appropriate safeguards for the way the public sector handles an individual's personal information. The University is required to comply with the eleven Information Privacy Principles set out in Schedule 3 of the [Information Privacy Act 2009](#). A copy of the University's Personal Information Privacy Plan is available [here](#).

The rights of access to, and amendment of, personal information are dealt with in Information Privacy Principles (IPPs) 6 and 7. These rights are confined to the person to whom the personal information directly and personally relates.

IPP 6 provides that a person is entitled to request access to their own personal information except where access is restricted by any law.

IPP 7 provides that a person is entitled to seek an amendment of any personal information if they believe that the information is inaccurate, incomplete, out-of-date or misleading.

Access and Amendment

An application for access to information must be made on the relevant form. The application form is available [here](#) from the Queensland Government website.

The application form can be submitted via post, email, facsimile or delivered. The relevant contact details are as follows:

The Privacy Contact Officer
Office of the Vice President (Corporate Services)
Griffith University
Nathan Qld 4111
Facsimile: +61 07 373 57507
Email: vpcorporateservices@griffith.edu.au

Individuals can also write to the Privacy Contact Officer to request an amendment to the personal information held by the University about them, or to request an internal review of a decision made in response to a request for access or amendment. Applications for amendment must give particulars of the information believed to be inaccurate, incomplete, out-of-date or misleading, and specify the amendments required.

Requests for access or amendment by individuals to their personal information will be acknowledged in writing within 14 days from the date on which the application was received, and the University will process the request within 45 days from the date on which the application was received, or 60 days if a third party consultation is required. Applicants will be advised in writing of the University's decision.

If an individual is denied access, or the University refuses to amend the information as requested, the Privacy Contact Officer will provide reasons for this decision in the written reply.

If an individual does not agree with the decision of the Privacy Contact Officer, they may request an internal review as outlined below.

Complaints and Internal Review Procedures

If an individual believes that their personal information has not been dealt with in accordance with an IPP, they may make a written complaint. The complaint may be submitted via post, email, facsimile or delivered to the Privacy Contact Officer at the contact address detailed above.

Requests must be made within twelve months from the date when the breach was suspected to have occurred.

Requests will be acknowledged in writing within 14 days from the date on which the application was received, and the University will process the request within 60 days from the date on which the application was received. Applicants will be advised in writing of the University's decision.

In advising the applicant on the outcome of the complaint, the Privacy Contact Officer may decide to:

- take no further action on the matter; or
- make a formal apology to the applicant on behalf of the University; and/or
- take such remedial action as thought appropriate, including for example:
 - recommending that disciplinary action be taken against the employee because the conduct constituted a breach of the code of conduct; and/or
 - instructing the officer in question to make a formal apology to the applicant; and/or
 - implement administrative measures to ensure that the conduct will not occur again.

If an individual does not agree with the decision of the Privacy Contact Officer, they may request an internal review by writing to the Vice Chancellor and President. The Vice Chancellor and President will arrange for an internal review to be carried out by a senior officer who has not previously been involved in the matter. This will be done within 45 days. The applicant will receive a response in writing.

Where a person remains dissatisfied with the outcome of an internal review process, the person may make a privacy complaint to the [Office of the Information Commissioner](#) provided at least 45 business days have elapsed since the complaint was made to the Privacy Contact Officer.

Alternatively, an individual may make a privacy complaint to the [Office of the Information Commissioner](#) without requesting an internal review provided at least 45 business days have elapsed since the complaint was made to the Privacy Contact Officer.