



ADMINISTRATIVE USE ONLY

Date received:

File Number:

Privacy Complaint Form

Request for an Internal Review of Conduct in relation to a Privacy Breach

WHAT IS AN INTERNAL REVIEW: An internal review provides individuals with a formal avenue for resolving privacy complaints under Part 5 of the Privacy and Personal Information Protection Act 1998 (PPIP Act) and s 21 of the Health Records and Information Privacy Act 2002 (HRIP Act).

RESOLVING YOUR COMPLAINT INFORMALLY: We encourage people to try to resolve privacy concerns with us informally before going through the internal review process, or at least contact us by sending an email to privacy@transport.nsw.gov.au before lodging an application to discuss the issue.

WHEN TO USE THIS FORM: If your privacy complaint cannot be resolved informally, you may request an internal review by completing and submitting this form. If you need help filling out this form, please contact us on the details above.

HOW TO LODGE THIS FORM: Please send your completed form and any supporting documents to:

By post: Privacy Team

Legal, Privacy and Information Access
Transport for NSW
PO Box K659
Haymarket NSW 1240

By email: privacy@transport.nsw.gov.au

ADDITIONAL INFORMATION: We will acknowledge your request for internal review within 5 working days. We will aim to complete the review within 60 calendar days and respond to you in writing within 14 calendar days of deciding the internal review.

Applicant Details

Mr / Mrs / Miss / Ms: ..... Given Names: .....

Surname: .....

Postal address: .....

.....State: ..... Postcode: .....

Daytime telephone number/s: .....

Email: .....

I agree to receive correspondence at the above email address.

Name of the Transport Agency Your Complaint Is About

Please indicate which transport agency your privacy complaint relates to:

- Transport for NSW Sydney Trains
NSW Trains Sydney Metro
State Transit Authority

Transport for NSW co-ordinates privacy complaints in respect of all of the above transport agencies and your complaint will be referred to the relevant transport agency who will investigate your complaint and report back to you.

