



Access to Personal Information

HOW TO REQUEST ACCESS TO YOUR PERSONAL INFORMATION: Individuals are able to request access to their own personal information under s 14 of the Privacy and Personal Information Protection Act 1998 (PPIP Act) and HPP 7 of the Health Records and Information Privacy Act 2002 (HRIP Act).

WHEN TO USE THIS FORM: If you do not know which unit to contact regarding access to your information or informal access has been denied, you may request access by completing and submitting this form.

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

By post: Privacy Team
Legal, Privacy & Information Access
Transport for NSW
PO Box K659
Haymarket NSW 1240

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

ADDITIONAL INFORMATION: We aim to respond to a request for access to personal information as quickly as possible. We will acknowledge your request for access within 5 working days and will aim to respond to your request as soon as is reasonably practicable in the circumstances.

Charges do not apply for lodging this request. However, charges may apply to cover any administrative costs of providing access (for e.g. copying or printing records). We will contact you to discuss any charges that may apply.

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.

Identification Documents

When seeking access to your own personal information, we will need to establish your identity before providing you with any information. Please attach a certified copy of one of the following:

- Australian driver license
Current Australian passport
Other photo identification

If you are completing this form on behalf of someone else, please attach evidence of your authorisation to do so.

NOTE: Certified copy means that the original document has been verified and the copy has been signed and dated by an authorised person, for e.g., a Justice of the Peace, Doctor, Nurse, Dentist, Pharmacist or Legal Practitioner.

Transport Agency from which you are seeking documents

To improve services to our customers, Transport for NSW (TfNSW) centrally administers all requests made to the Transport agencies. The Transport agencies make the decisions on requests and will liaise with you about your application.

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

## Details of Request

Please describe in detail the information you would like to access (attach additional pages if necessary):

.....

.....

.....

.....

.....

.....

.....

Are you seeking access to your information under PPIP Act or HRIP Act?

.....

## Access to Information

How do you prefer to access the information?

- Inspect the document/s       Be provided with a copy of the document/s       Via email
- Access in another form – please specify, for e.g. CD, DVD or USB .....

## Privacy Notice

TfNSW and the Transport agencies are subject to the *Privacy and Personal Information Protection Act 1998* (PIIP Act) and *Health Records and Information Privacy Act 2002* (HRIP Act) which requires us to comply with the Information Protection Principles and Health Privacy Principles.

Your personal information is being collected by TfNSW and the Transport agencies to process your request for access to your information under the PIIP and/or HRIP Acts. The provision of personal information on this form is voluntary, however if you do not provide it we may not be able to process your application and provide access to your personal information. TfNSW and the Transport agencies will use your personal information to liaise with relevant business units to locate the information requested and facilitate access. We may also use your personal information for other management purposes. We will not disclose your personal information without your consent unless authorised or required by law.

Your personal information will be held by TfNSW at 18 Lee Street, Chippendale NSW 2008, which is where all applications are initially received. If your application is for information held by one of the Transport agencies, it will also be held by the relevant agency at:

- NSW Trains – 470 Pitt Street, Sydney NSW 2008
- Sydney Trains – Level 21, 477 Pitt Street, Sydney NSW 2008
- State Transit Authority – Level 4, 15 Bourke Road, Mascot NSW 2020
- Sydney Metro – Level 44, 680 George Street, Sydney NSW 2000

You have a right to access and correct any personal information that you provide to us. If you wish to do so, please contact send an email to [privacy@transport.nsw.gov.au](mailto:privacy@transport.nsw.gov.au).

## DECLARATION & AUTHORITY

I acknowledge that:

- I am the individual referred to in this request for access or that I am authorised to request access of the information provided in this application.
- All the information provided in this application is true, complete and correct and has been provided to Transport to enable it to respond to my request.
- The personal information collected in response to my request may be provided to me in any form Transport considers appropriate (taking into consideration my preference/s noted above).
- Transport may be unable to provide the information I have requested because it is no longer held by the agency.
- All or part of my request may be denied (as authorised or permitted by law).
- Charges may apply to cover any administrative costs of providing access, and that provision of the information requested is conditional upon the cost of access being first paid by me.

Applicant's signature: ..... Date: .....