



ADMINISTRATIVE USE ONLY
Date received:
File Number:

Alteration of Personal Information

HOW TO REQUEST ALTERATION OF YOUR PERSONAL INFORMATION: Individuals are able to request amendment to their own personal information under s 15 of the Privacy and Personal Information Protection Act 1998 (PIIP Act) and HPP 8 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 your request to amend your information or your informal application to amend has been denied, you may request an amendment 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 NSW1240

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

ADDITIONAL INFORMATION: We may decline to make amendments if we disagree with your proposed changes. In this circumstance, we will take reasonable steps to allow you to add a statement about the requested changes to your records.

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 to amend your own personal information, we will need to establish your identity before completing your request. 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

I seek amendment of my personal information held by the Transport agency noted above. I claim that the document/s described below contain/s information that is:

inaccurate       irrelevant       out of date       incomplete       misleading

Please describe the document/s containing the information:

.....  
.....

Please describe the information that needs to be amended:

.....  
.....

Please describe what the information should be. Please attach any documentation which would support your request for alteration.

.....  
.....

Please state your reasons for claiming the information is inaccurate, irrelevant, out of date, incomplete or misleading:

.....  
.....  
.....

## Privacy Notice

TfNSW and the Transport agencies are subject to the *Privacy and Personal Information Protection Act 1998* (PPIPA Act) and *Health Records and Information Privacy Act 2002* (HRIPA 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 to amend your information under PPIPA and/or HRIPA. 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 facilitate alteration 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 alteration. 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 us on 02 8202 3768 or 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 alteration or that I am authorised to request alteration 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.
- Transport may decline to make any amendments if they disagree with my proposed changes. In this circumstance, Transport will take reasonable steps to allow me to add a statement about the requested changes to my records.
- All or part of my request may be denied (as authorised or permitted by law).

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