

This form relates to making a privacy breach complaint to Noosa Shire Council under the *Information Privacy Act 2009*.

**Please use BLOCK LETTERS and complete all details in full. Please SAVE your form information.**

### 1. Personal details

Surname		Given names	
Postal address			
Suburb		State	Postcode
Phone		Mobile	
Email address			
Are you the person affected by the complaint?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
<i>If you are acting on behalf of an affected person, please provide details about the affected person below and attach your written authority to discuss the complaint on their behalf.</i>			
Surname		Given names	
Postal address			
Suburb		State	Postcode
Phone		Mobile	
Email address			
Your relationship to the affected person			

### 2. Previous complaint

Have you raised this complaint with Noosa Shire Council before?	<input type="checkbox"/> Yes <input type="checkbox"/> No – Go to section 3.
If yes, who did you speak with or write to and when? <i>Please include dates and attach any supporting documentation.</i>	
What was the outcome of your previous complaint? <i>(Tick all outcomes that apply)</i>	<input type="checkbox"/> I have not heard back yet <input type="checkbox"/> I was advised they could not deal with my complaint <input type="checkbox"/> I have withdrawn my complaint <input type="checkbox"/> I have not got a final outcome yet <input type="checkbox"/> I have attended mediation/conciliation <input type="checkbox"/> I was not satisfied with the outcome <input type="checkbox"/> Other – Please specify:

### 3. Details of your privacy complaint

Please tell us what happened and detail how Noosa Council has breached your privacy, including:

- Dates of each event (as exact as possible)
- When and where did the event or incident occur?
- Who said what and who did what?
- What action or decision by Council brought about the privacy complaint?

Please attach extra pages if you need them to your form.

### 4. What to do with this form

Please **SAVE** this form so you do not lose your information.

Please send the completed form and any supporting documentation to:

**Email:** [governance@noosa.qld.gov.au](mailto:governance@noosa.qld.gov.au)

**Post:** PO Box 141, TEWANTIN QLD 4565

**In Person:** Customer Service, Noosa Shire Council, 9 Pelican Street, TEWANTIN QLD 4565

### 5. What to expect

Council takes privacy complaints seriously. A Noosa Council Officer will contact you and provide you with an acknowledgement of Council's receipt of your complaint within three business days. You will be kept informed of the progress and outcome of the complaints process.

#### **Privacy Collection Notice**

Council is collecting your personal information to process your privacy complaint and for remaining in contact with you. Council will only use the personal information collected for one of these purposes. Access to your personal information will only be provided to appropriate Council employees and authorised officers. Your personal information will not be disclosed to any other party unless permitted or required by law. Council handles your personal information in accordance with the *Information Privacy Act 2009*.