

PRIVACY COMPLAINT FORM

A definition of personal information and a list of the ten Information Privacy Principles (Principles) is set out in the accompanying pages. You can make a complaint if you think the Alpine Resorts Co-ordinating Council (ARCC) has compromised one or more of these Principles.

In the course of submitting this form, you are providing personal information. Your personal information will be managed in accordance with the ARCC's Privacy Policy, available by contacting the Privacy Officer on 9637 9642.

Information Privacy Principles

- 1. Collection** An organisation can only collect your personal information if it is necessary to fulfil its functions. It must collect information only by lawful and fair means and not in an unreasonably intrusive way. It must provide you notice of the collection, including such things as the purpose of collection and how you can access the information. This is usually done through provision of a Collection Notice that is consistent with an organisation's Privacy Policy.
- 2. Use and Disclosure** Your personal information can only be used and disclosed for the primary purpose for which it was collected, for a secondary purpose that you would reasonably expect or in other limited circumstances. It is best that the organisation gets your consent, but the law allows some uses without consent, such as law enforcement purposes and to protect safety.
- 3. Data Quality** Organisations must keep your personal information accurate, complete and up to date.
- 4. Data Security** Your personal information must be protected from misuse, loss, unauthorised access, modification or disclosure. An organisation must take reasonable steps to destroy or permanently de-identify your personal information when it is no longer needed.
- 5. Openness** Organisations must have clearly expressed policies on the way they manage personal information. You can ask to view an organisation's Privacy Policy.
- 6. Access and Correction** You have a right to seek access to your own personal information and to make corrections if necessary. An organisation may only refuse in limited circumstances that are detailed in the *Privacy and Data Protection Act 2014* (PDPA), for example where disclosure might threaten someone's safety.
- 7. Unique Identifiers** Unique identifiers, usually a number, can facilitate data matching. Use of unique identifiers is only allowed where an organisation can demonstrate that the assignment is necessary to carry out its functions efficiently. There are also restrictions that are detailed in the PDPA on how organisations use unique identifiers assigned by other organisations.
- 8. Anonymity** Where lawful and feasible, you should have the option of transacting with an organisation without identifying yourself.
- 9. Trans-border Data Flows** If your personal information travels outside Victoria, your privacy protection should travel with it.
- 10. Sensitive Information** This includes your racial or ethnic origin, political opinions and membership of political associations, religious or philosophical beliefs, membership of professional or trade associations or trade unions, sexual preferences or practices, and criminal record. The law puts special restrictions on its collection.

1. Your details

*Mandatory fields

To make a complaint, we require your name and a method of contacting you (preferably a postal address and either an email address or telephone number).

Title (*please circle*) Mr/Ms/Mrs/Other _____

Family Name * _____ **Given Name(s)*** _____

Postal Address* _____

Contact phone number: _____ **Work / Home / Mobile** (*please circle*)

Email address: _____

2. Are you complaining on behalf of another person?

Note – the PDPA specifies that an individual can generally only make a complaint about an alleged interference with their own personal information, unless the individual wishes to make a complaint on behalf of a minor, or a person who has a disability.

- NO** Proceed to question 3
- YES** Give contact details about the person you are complaining on behalf of, (if more than one person, additional pages may be added).

Title (*please circle*) Mr/Ms/Mrs or _____

Family Name * _____

Given Name(s)* _____

Postal Address* _____

Contact phone number: _____

Work / Home / Mobile (*please circle*)

Email address: _____

3. Your complaint

When did you first learn of the incident?/...../.....

What personal information is involved in your complaint (as defined on page 1 of this form)?

How do you believe your privacy has been compromised, having regard to the Principles (as outlined on page 1 of this form)?

(if necessary, additional pages may be added)

Your signature

Date/...../.....

If you are sending this form by mail or delivering it to our Office, forward it together with copies of supporting documents.

Privacy Officer

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East MELBOURNE VIC 3002

Email: enquiries@arcc.vic.gov.au