

Privacy Internal Review Form

Privacy and Personal Information Protection Act 1998

Health Records and Information Privacy Act 2002



Please complete this form¹ for an internal review of Sydney Water's conduct under the *Privacy and Personal Information Protection Act 1998 (PIIP Act)* or the *Health Records and Information Privacy Act 2002 (HRIP Act)*. If you require assistance in filling out this form, please contact Sydney Water's Privacy Team by calling 13 20 92 or email privacy@sydneywater.com.au.

APPLICANT'S DETAILS

Title:	First name:	Surname:
Postal address:		
	State:	Postcode:
Email address:	Mobile Number:	
<input type="checkbox"/> I agree to receive correspondence at the above email address		

AUTHORISED REPRESENTATIVE

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

Title:	First name:	Surname:
Organisation name (if applicable):		
Relationship to Applicant, on whose behalf you are acting:		
Postal address:		
	State:	Postcode:
Email address:	Mobile Number:	
<input type="checkbox"/> I agree to receive correspondence at the above email address		

REVIEW REQUEST

Select the most appropriate box the describe what your review request involves:

- ☐ Personal Information - section 53 of the PIIP Act ☐ Health Information - section 21 of the HRIP Act

DETAILS OF THE CONDUCT & COMPLAINT

This complaint relates to: (tick all that apply)	<input type="checkbox"/> Personal Information <input type="checkbox"/> Health Information	
Indicate which of the listed matters best describes your complaint (tick all that apply)	<input type="checkbox"/> Collection of your personal or health information	<input type="checkbox"/> Use of your personal or health information
	<input type="checkbox"/> Security or storage of your personal or health information	<input type="checkbox"/> Disclosure of your personal or health information
	<input type="checkbox"/> Refusal to let you access or find out about your personal or health information	<input type="checkbox"/> Accuracy of your personal or health information
	<input type="checkbox"/> Other	<input type="checkbox"/> Unsure
<p>Conduct can include an action, a decision, or inaction by Sydney Water. For example, the 'conduct' might be Sydney Water's decision, action or inaction to refuse you access to your personal information, the disclosure of your personal information to another person or the failure to protect your personal information from being inappropriately accessed by someone else.</p>		
When did the alleged conduct occur? (date)		
When did you first become aware of the alleged conduct?		

¹ It is not a requirement under the PIIP Act for you to complete this form. It is designed for your convenience. However, you must make a written request in some form to Sydney Water for it to be a valid application.

(be as specific as you can about how and when & include any action that you took at the time)	<p>If more than six months has passed since you first became aware of the alleged conduct, please explain why your complaint was not made earlier:</p>
<p>Describe the conduct in detail. (for example: what occurred, when, who was involved. Additional information can be attached, including any evidence to support your claim/s).</p>	
<p>What effect has the alleged conduct had on you?</p>	
<p>What effect may the conduct likely have on you in the future?</p>	
<p>What action would you like to see Sydney Water take about the conduct? (for example: an apology, a change in policies or practices, training for staff etc)</p>	

PRIVACY COMMISSIONER

- ☐ I understand pursuant to section 54(1) of the PPIP Act and section 21 of HRIP Act, Sydney Water is required by law to notify the NSW Privacy Commissioner as soon as practical following the receipt of a request for an internal review and keep the Commissioner informed of the interview review's progress and outcomes. A copy of this application form and relevant supporting documents will be provided to the Commissioner, along with draft and final internal review report.

PRIVACY COLLECTION NOTICE

Sydney Water is collecting the personal information of the applicant (and authorised representative, if applicable) to process your internal review application, pursuant to Part 5 of PPIP Act. The information collected, including undertaking the investigation, liaising with the NSW Privacy Commissioner, and responding to your complaint will be stored by Sydney Water. The information may also be used and disclosed where necessary to deal with any subsequent appeals regarding the outcomes of the review or to action any resulting outcomes. The provision of personal information is voluntary, however if you do not provide it, we may not be able to process this application.

Generally, you have the right to access and correct the information if you believe that it is incorrect. If you wish to do so, please email privacy@sydneywater.com.au. For further information refer to our [Privacy Policy](#).

Insert your digital signature below. Alternatively, print this form, sign and scan then send it via email.

I acknowledge that the information provided on this application form and any supporting information is accurate to the best of my knowledge.

Applicant's Signature:

Date

LODGMET DETAILS

Your internal review application can be lodged by sending this completed form, together with any supporting documentation by:

- ☐ Email to: privacy@sydneywater.com.au