Request for an Internal Review

Privacy and Personal Information Protection Act 1989 (NSW) / Health Records and Information Privacy Act 2002 (NSW)

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| UTS PRIVACY OFFICER, Governance Support Unit — telephone +61 2 9514 1245, email: [privacy@uts.edu.au](mailto:privacy@uts.edu.au) |

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| **PURPOSE**: An internal review is a formal process to investigate a privacy complaint relating to alleged conduct that involves personal information or health information. The process is conducted in accordance with the [Privacy and Personal Information Protection Act 1998 (NSW)](http://www.austlii.edu.au//au/legis/nsw/consol_act/papipa1998464/) (PPIPA) or [Health Records and Information Privacy Act 2002 (NSW)](http://www.austlii.edu.au./au/legis/nsw/consol_act/hraipa2002370/) (HRIPA). For more information, see [complaints](https://www.uts.edu.au/about-uts/uts-governance/privacy/your-privacy-uts/complaints#internal-review-process).  **WHO CAN REQUEST AN INTERNAL REVIEW?** A person who feels that UTS has breached their privacy can apply for an internal review of the conduct in question under [section 53](http://www.austlii.edu.au//au/legis/nsw/consol_act/papipa1998464/s53.html) of the PPIPA or [section 21](http://www.austlii.edu.au./au/legis/nsw/consol_act/hraipa2002370/s21.html) of the HRIPA.  **DEADLINE TO LODGE YOUR REQUEST**: A request for an internal review should be lodged within six months of your becoming aware of the conduct in question. UTS reserves the right to accept or reject any application past that timeframe under section 53(3)(4) of PPIPA.  **HOW TO LODGE YOUR REQUEST**: This form is not mandatory. However, using this form will ensure UTS receives the information necessary to identify a valid request for an internal review, and to undertake the internal review.  Any complaint relating to privacy that is made to UTS, in writing, with an Australian address, lodged within six months of the applicant first becoming aware of the conduct in question, may be treated as a request for an internal review.  Send your request for an internal review, and any supporting information and evidence to: | | |
| **By post**: UTS Privacy Officer Governance Support Unit University of Technology Sydney PO Box 123 Broadway NSW 2007 | **In person**: UTS Privacy Officer Governance Support Unit Level 26, Building 1 University of Technology Sydney 15 Broadway, Ultimo NSW 2007 | **By email**: [privacy@uts.edu.au](mailto:privacy@uts.edu.au)  Where a request is lodged by email it will be expected that you are happy to received return communication by email. |

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| Applicant’s details | | | | |
| Applicant’s full name |  | | | |
| Student number (if applicable) |  | Staff number (if applicable) | |  |
| Contact details | Postal address: | | | |
|  | | | |
| Phone: | | | |
| Email address (optional): | | | |
| Are you lodging this review on behalf of another person? | Yes | | No | |
| If yes, please specify relationship to other person: | | | |
| If yes, you need to provide their consent for you to act on their behalf. If the other person is unable to make this complaint, evidence to support that fact, and your authority to complain on their behalf, will need to be provided. | | | |

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| Details of the complaint | | |
| This complaint relates to:  (tick all that apply) | Personal information | Health information |
| Indicate which of the listed matters best describes your complaint  (tick all that apply) | Accuracy  Collection  Disclosure  Loss or disposal / destruction  Other - specify: | Refused access  Retention  Security  Use |
| When did the conduct occur? |  | |
| When did you first become aware of the conduct? |  | |
| If more than six months has passed since you first became aware of the conduct, please explain why your complaint was not made earlier: | |
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| Name of the faculty/unit responsible for the conduct in question |  | |
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| Describe the conduct in question  For example: what occurred, when, who was involved  Additional information can be attached, including any evidence you have to support your claims). |  | |
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| What effect has the conduct had on you, or may likely have on you in the future? |  | |
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| What action would you like to see the University take about the conduct? |  | |
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| APPLICANT Declaration | |
| **Privacy Notice**: Information on this form will be used by UTS to process my request for an internal review, including undertaking the investigation, liaising with the NSW Privacy Commissioner, and responding to my complaint. 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.  UTS is required by law to notify the NSW Privacy Commissioner as soon as practical following the receipt of an internal review request and keep the Commissioner informed of the review’s progress and outcomes. A copy of this form and relevant supporting documents will be provided to the Commissioner, along with the draft and final internal review report. The Commissioner will be provided the opportunity to lodge a submission before any internal review report is finalised.  Information relating to this investigation will be retained as part of the University’s official record until all appeals and legal matters that are involved or may arise are completed, and as required to satisfy minimum legal retention requirements specified under general retention and disposal authorities issued under the State Records Act 1998 (NSW). | |
| **Declaration**: I hereby acknowledge that the information provided on this form and any supporting information is accurate to the best of my knowledge, and I accept the conditions detailed in the privacy notice. | |
| Signature | Date |