

# REQUEST FOR A PRIVACY INTERNAL REVIEW

Privacy and Personal Information Protection Act 1989 (NSW)

## Applying for a review of conduct

If you have a complaint about conduct of UTS relating to your personal information or health information, you can request a formal privacy internal review under [section 53](#) the [Privacy and Personal Information Protection Act 1998 \(NSW\)](#) (PPIPA) or [section 21](#) of the [Health Records and Information Privacy Act 2002 \(NSW\)](#) (HRIPA). It is recommended you contact the relevant area first to see if your issues can be resolved locally without the need for a formal complaint process.

You have **6-months** from when you first became aware of the conduct in question to lodge a request for an internal review.

This form is not mandatory but is recommended. Any request for an internal review must be in writing, addressed to UTS and include an address in Australia for UTS to send notices to.

There are no fees required to request a privacy internal review.

## Contact for assistance

If you need help to complete this form or have any questions or concerns about providing information, contact the UTS Privacy Officer by phone (02) 9514 1245 or (02) 9514 9766, or by email [privacy@uts.edu.au](mailto:privacy@uts.edu.au).

For further information, visit our [complaints](#) page on our Privacy at UTS website.

## 1. Your details

<b>Full name</b>	
<b>Student or staff ID number</b> (if applicable)	
<b>Daytime telephone</b>	
<b>Australia Postal Address</b> (mandatory)	
<b>Email address</b> (optional)*	*If you provide an email address we will use it as the primary method of communication with you.
<b>Are you lodging this form for yourself or for someone else?</b>	This review is about my own privacy and personal information *
	I am lodging this review on behalf of someone else (you will need to complete section 4)
	*We need to confirm your identity before communicating with you about your information. Select which form of identity you will be providing:
	If you are a current students and staff, you can use your UTS staff or student email address
	Australian drivers licences
	Current Australian passport.
Other evidence with proof of signature and current address details – specify type of ID:	

## 2. Summary details of the complaint

<b>Information concerned</b>	Personal information	Health information
<b>Type of issue(s) that this complaint relates to</b> (tick all that apply)	Collection of your information	
	How your information has been used	
	Disclosure of your information	
	Accuracy of your information	
	Security and protection of your information	
	Retention of your information	
	Loss or destruction of your information	
	Outcome of a request to access your information	
	Outcome of a request to correct or update your information	
	Other (details can provided in section 3 of this form)	
<b>When did the conduct occur?</b>		
<b>When were you first aware of the conduct?</b>		

## 3. Details of the conduct in question and the grounds for your complaint

For the questions in 3, you can attach further information or supporting evidence separate to this form.

<b>Describe the conduct in question</b> (e.g. what occurred, who was involved, when etc).

<b>What impact has the conduct had on you, or may likely have on you in the future?</b>
<b>What outcomes would you like as a result of this internal review / or actions you would like UTS to take?</b>

#### 4. Authority to act

Only complete this section if you are lodging this form on behalf of someone else.

<b>Full name of the person you are acting for</b>	
<b>Student or staff ID number of this person (if applicable)</b>	
<b>What is your relationship to this person? (e.g. parent)</b>	
<b>Is the person capable of making the complaint themselves?</b>	Yes
	No
	Unsure
<b>Evidence that you are authorised to act on this person's behalf</b>	We need evidence that you are authorised to act on the individual's behalf before we can communicate with you about their information. Please indicate what you will provide. If you are uncertain about this requirement, consult with the UTS Privacy Officer.
	Clear written consent for this person to act on their behalf in relation to this internal review
	Evidence that you are an authorised representative of the person concerned For example, power of attorney, or if you are a parent or legal guardian of a child.

#### 5. Privacy notice

The information provided will be used to undertake an internal review into the alleged conduct, including to gather further evidence, interview relevant people, communicate with the NSW Privacy Commissioner, and communicate with you in relation to your complaint. The information may also be used and disclosed where necessary to complete resulting actions arising from the review, or if required for the purposes of any further appeal of the review outcome, the conduct in question or litigation.

UTS is required by law to notify the NSW Privacy Commissioner about internal review we undertake. The Commissioner will be provided the opportunity to make a submission into the outcomes of an internal review before it is finalised.

You can request access to, or correct and update, the information you have provided on and with this form, by contacting the UTS Privacy Officer via the contact details below.

## 6. Declaration

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

I understand that the information provided will be used to investigate the conduct in question in line with the privacy notice provided under section 5 above.

<b>Signature*</b>		<b>Date:</b>	
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\*You can apply your signature digitally, or print to sign.

## 7. Lodging this form and any supporting documents

You can lodge your request for an internal review and supporting documents via one of the following methods.

<b>Email</b>	UTS Privacy Officer at <a href="mailto:privacy@uts.edu.au">privacy@uts.edu.au</a>
<b>Postal mail</b>	Address to: UTS Privacy Officer, Governance Support Unit University of Technology Sydney PO Box 123, Broadway, NSW 2007
<b>In person</b>	Deliver to: UTS Privacy Officer, Governance Support Unit Governance Support Unit, Level 26, Building 1 (UTS Tower Building) University of Technology Sydney 15 Broadway, Ultimo NSW 2007  It is advised you check in advance to ensure staff are available to receive you in person.

Note: When saving this form, use a meaningful title so the email is not identified as spam when submitted. It is recommended you retain the file name of the form itself and add your last name.

If you have not received a formal acknowledgment within 5-working days, please contact us (see contact details on the front of this form).