

Privacy Complaint Lodgement Form

Privacy and Responsible Information Sharing Act 2024

The City of Joondalup (the City) encourages anyone who has concerns on the way the City handles their personal information or believes that their privacy has been compromised, to lodge a complaint, in writing.

Details					
First name:					
Last name:					
Title:	Mr	Ms	Mrs	Dr	Other:
Address:					
Phone:					
E-mail:					

Representative details					
Do you have someone that you would like to represent you in your complaint? (If no, skip this section). Yes No					
What is your representative's relationship with you?					
First name:					
Last name:					
Title:	Mr	Ms	Mrs	Dr	Other:
Business name (if applicable):					
Address:					
Phone No:					
Email:					
I authorise the representative named above to act on my behalf.	Signature:	Date:			

Third-party organisation (if applicable).
If you believe your personal information shared by the City with another organisation (third-party) was compromised.
Organisation name:
Name of individual(s) involved (if known):
Address:
Phone No:
Email:

Please indicate your privacy concerns by selecting relevant boxes

Mishandling of collection, use or disclosure of your personal information.

Inadequate protection of your personal information from unauthorised access, misuse or loss.

Denied you access to your personal information or the opportunity to correct inaccurate personal information held.

Alleged interference with your privacy that is contrary to, or inconsistent with, the *Privacy and Responsible Information Sharing Act 2024* and its information privacy principles.

Complaint details

Please describe how you believe your privacy has been interfered with. It would assist us if you could explain the following:

- What happened.
- When did it happen (including dates).
- Which personal information of yours was affected and how was it breached (if known).
- Who was involved (include names of individuals (if known)).
- Where and how you found out about it.

The clearer your explanation is the more easily we will be able to investigate and assess this matter.

Supporting documentation

You may wish to attach relevant information that supports your complaint. Please list and attach any supporting documents or evidence:

Desired outcome

Please describe the desired outcome you are seeking from this complaint:

Resolution

The City will provide a written response to your complaint once an investigation has been completed, within 45 days of receipt of lodgement.

Dissatisfied with written response

If you are dissatisfied with the City's written response regarding your privacy complaint you can contact the [Western Australian Office of the Information Commissioner](#).

Western Australian Office of the Information Commissioner
Albert Facey House
469 Wellington Street
PERTH WA 6000

T: (08) 65517888
E: info@oic.wa.gov.au

Authorisation

I declare that the information provided in this complaint is true and correct to the best of my knowledge.

Signature:

Date:

Collection Notice

The City of Joondalup collects the personal information on this form to investigate your complaint, under the *Privacy and Responsible Information Sharing Act 2024 (WA)*.

The City may use and disclose this information for that purpose and directly related purposes, including to a third-party entity, if you have named them in your complaint as part of our investigation, which may include a copy of your complaint

Please confirm that we may need to disclose your personal information:

I understand that the City may need to disclose my personal information.

We will usually collect information about you from the respondent. We may also collect information about you from others if they have information relevant to your complaint.

Your personal information will not be used or disclosed for a different purpose other than the above purpose without your consent, unless required by law.

If you choose not to provide your personal information, it may affect how we handle your complaint. In some circumstances, it may mean that we decide not to investigate your complaint further.

For details about how the City handles personal information, and how to request access or correction, refer to the City's Collection Notice on the privacy webpage <https://www.joondalup.wa.gov.au/privacy>.

If you wish to lodge your form please email to privacy@joondalup.wa.gov.au or post to the City of Joondalup, Privacy and Compliance Officer, PO Box 21 JOONDALUP WA 6919.