

Privacy complaint form

Use this form to submit a complaint about how your personal information has been handled by South Bank Corporation (SBC).

What is a privacy complaint?

A privacy complaint is a complaint about how SBC has handled your *personal information*.

Personal information means information or opinion about an identified individual or an individual who is reasonably identifiable from the information or opinion whether the information or opinion is true or not and whether the information or opinion is recorded in a material form or not.

Who can make a Complaint?

You can make a privacy complaint about how SBC has handled **your own** personal information.

You can also consent to someone else making the complaint on your behalf, for example:

- a parent on behalf of their child who is under 18 years
- someone you authorise to act for you, like a family member or lawyer.

Evidence of Identity

We may need you to provide evidence of your identity when you make a privacy complaint. Evidence of identity ensures that we are dealing with the right person and not disclosing your personal information to someone who is not authorised to receive it.

The type of documents people can provide as evidence of identity include passport, driver's licence, or birth certificate, but other documents might do just as well. If we need evidence of identity and you do not provide it with the complaint form, we will follow up with you to discuss your options. You can email documents, but physical copies of original documents must be certified as a true copy by a solicitor or barrister, justice of the peace, Notary Public, senior officer of the court, or other professional, including a doctor, senior police officer or pharmacist.

How to make a privacy complaint to SBC

A privacy complaint must be made on the *privacy complaint* form and submitted to the SBC for the attention of the Privacy Team.

Need help or advice about your Complaint?

Information about the complaints process and can be found at the SBC website.

The Information and Privacy Management team is available in office hours to discuss your privacy concerns and help you make a complaint. They can be contacted by emailing privacy@south-bank.net.au.

Privacy Collection Notice

SBC is collecting your personal information to manage your complaint. Your information will be used for purposes related to the management of your complaint and may also be used for administrative functions, performance improvement activities and reporting obligations. The information may need to be disclosed to third parties for the purpose of dealing with your complaint. The SBC will not otherwise disclose your personal information without consent unless required or authorised by law.

Complaint form

Complainant details			
Given name:		Family name:	
Address:			
Email:			
Daytime telephone:			
Preferred method	Phone	Email	Post
Authorised representative details (complete only if relevant) If you are acting for someone else, you must provide evidence of your authority to act, evidence of your identity and evidence of the complainant's identity.			
Given name:		Family name:	
Address:			
Email:			
In what capacity are you authorised to act for the complainant?	Parent of a child under 18 years		
	Guardian		
	Legal representative		
	Family member		
	Enduring Power of Attorney		
	Other (please specify):		
How has your privacy been breached? Describe the conduct by SBC you wish to complain about. We need to know what the personal information is, what happened, when the incident occurred, who was involved, and how you believe your privacy was breached. Please note that your complaint may not be accepted if it is over 12 months since you became aware of the incident.			
What was the date of the incident?			
What date did you become aware of the incident?			
How did you become aware of the incident?			

Which of the Queensland Privacy Principle Requirements do you think might have been breached?		
	QPP 1	Open and transparent management of personal information
	QPP 2	Anonymity and pseudonymity
	QPP 3	Collecting solicited information
	QPP 4	Dealing with unsolicited information
	QPP 5	Notification of collection of personal information
	QPP 6	Use and disclosure of personal information
	QPP 10	Quality of personal information
	QPP 11	Security of personal information
	QPP 12	Access to personal information
	QPP 13	Amendment of personal information
Other		
Information about the privacy incident.		
What do you think happened?		
Where did it happen?		
Who do you think was responsible?		
What impact has this incident had on you?		
What outcome are you seeking?		
Possible Privacy Data Breach		
Is there any immediate action you think should be taken to ensure that any possible privacy breach is contained?		

Supporting documents checklist

☐	Documents that you think might help us investigate your complaint (for example, letters or emails)
☐	Identity documents for the complainant
☐	Authority to act for the complainant and identity documents for the authorised representative

Submitting this form

This form and supporting documents may be emailed, posted or personally delivered to SBC.

Email: privacy@south-bank.net.au

Postal:

PO Box 2001
South Bank QLD 4101
Australia

In person:

South Bank Corporation
South Bank House
Cnr Ernest & Stanley Street Plaza
South Bank Brisbane
Australia

Assistance requirements

Do you require an interpreter?

☐ Yes

☐ No

If yes, which types of communication do you require an interpreter for?

☐ Spoken communication

☐ Written communication

Which language or dialect do you require an interpreter for

Do you have accessibility requirements relevant to your participation in the privacy complaint process?

☐ Yes

☐ No

If yes, please indicate the type of assistance you require?

Signature and declaration

I declare that

- ☐ the information provided in this form is complete and correct
- ☐ I have read the privacy collection notice
- ☐ I have attached any documents required for the purpose of this application (e.g. evidence of identity, authorisation to act on another person's behalf).

Applicant's signature *(or signature of authorised representative)*

Date