

## APPENDIX 2

### Privacy Complaint (Internal Review Application) Form

Please complete this form to apply for a review of conduct under section (select one):

- 53 of the *Privacy and Personal Information Protection Act 1998* (PPIP Act)
- 21 of the *Health Records and Information Privacy Act 2002* (HRIP Act)

If you need help in filling out this form, please contact [office@ilga.nsw.gov.au](mailto:office@ilga.nsw.gov.au) or visit the Information and Privacy Commission website at [www.ipc.nsw.gov.au](http://www.ipc.nsw.gov.au).

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1. Name of the agency you are complaining about:  
Independent Liquor & Gaming Authority

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2. Your full name:

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3. Your postal address:  
Telephone number:  
Email address:

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4. If the complaint is on behalf of someone else, please provide their details:

What is your relationship to this person (e.g., parent)?

Is the person capable of making the complaint by himself or herself?

- yes
- no
- unsure

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5. What is the specific conduct you are complaining about?  
*("Conduct" can include an action, a decision, or even inaction by the agency. For example, the "conduct" in your case might be a decision to refuse you access to your personal information, or the action of disclosing your personal information to another person, or the inaction of a failure to protect your personal information from being inappropriately accessed by someone else.)*

# NSW Independent Liquor & Gaming Authority

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6. Please tick which of the following describes your complaint: *(you may tick more than one option)*

- collection of my personal or health information
  - security or storage of my personal or health information
  - refusal to let me access or find out about my own personal or health information
  - accuracy of my own personal or health information
  - use of my personal or health information
  - disclosure of my personal or health information
  - other
  - unsure
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7. When did the conduct occur (date)? *(please be as specific as you can)*

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8. When did you first become aware of this conduct (date)?

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9. You need to lodge this application within six months of the date at Q8. If more than six months has passed, you will need to ask ILGA for special permission to lodge a late application. If you need to, write here to explain why you have taken more than six months to make your complaint:

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10. What effect did the conduct have on you?

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11. What effect might the conduct have on you in the future?

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12. What would you like to see ILGA do about the conduct? *(for example: an apology, a change in policies or practices, your expenses paid, damage paid to you, training for staff, etc.)*

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13. I understand that this form will be used by ILGA to process my request for an Internal Review.

I understand that details of my application will be referred to the NSW Privacy Commissioner as required by law, and that the Privacy Commissioner will be kept advised of the progress of the review.

I would prefer the Privacy Commissioner to have:

- a copy of this application form, or
  - just the information provided at Qs 5-12.
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# NSW Independent Liquor & Gaming Authority

Applicant's signature and lodgement

Applicant's signature:		Date:	
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Please post or email this form to:

Attn: Information Access

ILGA Legal

ILGA

McKell Building 2-24 Rawson Place,  
Sydney NSW 2000

Email: [office@ilga.nsw.gov.au](mailto:office@ilga.nsw.gov.au)

**Please keep a copy for your own records**