



BUILDING SERVICES AUTHORITY PRIVACY COMPLAINT FORM

This Privacy Complaint Form is provided for your assistance. You may wish to use this form to lodge your privacy complaint, although it is not mandatory to do so if you can supply this information through other means.

The Queensland Building Services Authority (BSA) is collecting the personal information you supply on this form for the purposes of determining whether you have a valid privacy complaint and/or the investigation and potential resolution of your complaint. BSA is authorised to do this under Chapter 5 of the *Information Privacy Act 2009*.

For detailed information about the privacy complaint process, contact an Information Privacy (IP) Officer on 3225 2910.

1. Jurisdiction

This complaint process is available only for breaches of personal information involving BSA. Complaints must be lodged within twelve (12) months of the alleged breach occurring or coming to your attention.

Is your complaint relevant to BSA? Yes / No (please circle)

Does your complaint fall within the required timeframes? Yes/No (please circle)

(If 'yes' to above, please continue)

2. Your Details

Please provide an address and phone number so we can contact you.

Name: Mr/Mrs/Miss/Ms

Address:

Postcode:

Phone number:

Email address:

Your preferred method of contact:

3. Complaint details

MAKING THIS COMPLAINT FOR SOMEONE ELSE?
(Section 196 of the Act permits a parent to act on behalf of their child and an agent to act on behalf of a person to the extent of their authorisation.)

Are you making this complaint for someone else? Yes/No (please circle)

Name of the person who you are making the complaint for

How do you believe your privacy has been breached?
Please include sufficient detail to allow your complaint to be appropriately investigated. You should consider what happened, where the event/s took place, who was involved and what information privacy principle you believe has been breached.

Please attach additional page/s if necessary.

Have you already complained about this matter to someone in BSA?
(If so, please give details.)

What would you like BSA to do to resolve your complaint?

4. Lodging your complaint

Send your complaint to The Manager, Right to Information and Information Privacy, Queensland Building Services Authority GPO BOX 5099, Brisbane QLD, or phone 07 3225 2910.

Please include any relevant documents, for example, any correspondence you have had with BSA in relation to your complaint.

IMPORTANT: If you are lodging a complaint for yourself or on behalf of another person, you must provide evidence of your identity with this form. If you are lodging on behalf of someone else, both parties must provide evidence of their identities.

You must also **provide proof of your authorisation to act on the person’s behalf**, such as legal documentation in support of your authority (for example a client agreement if you are a solicitor) or written authorisation from the person concerned.

Applying:

By post – attach a copy of your identification to this form.

In person – produce the original document for the IP Officer to sight.

By email or fax – scan and attach a copy of your identification with this form

Note: Documents that provide sufficient evidence of identity include:

- current driver’s licence
- identifying page of current passport
- birth certificate
- copy of prisoner’s identity card certified by a corrective officer
- statutory declaration of an individual who has known the applicant for at least one year
- a declaration template can be downloaded at <http://www.courts.qld.gov.au/Forms/General/Qldstatdec.pdf>

The information you provide may be used and disclosed within BSA, or externally, but such use and disclosure will be strictly limited to that necessary to adequately investigate and resolve your complaint. Details of all complaints are stored on a secure file and database within BSA and de-identified information may be used for reporting purposes.

Please sign and date this form.	
Signature:	Date:

We will acknowledge receipt of your complaint. You do not need to do anything further until the relevant IP Officer contacts you.