

Privacy Complaint Form

What do I need to know before completing this form?

The *Privacy and Responsible Information Sharing Act 2024 (WA)* (**PRIS Act**) requires the Western Australian public sector to uphold responsible and transparent practices for handling personal information. From 1 July 2026, the Office of the Information Commissioner WA (OIC) can investigate privacy complaints about WA public sector entities (and their contracted service providers) covered by the PRIS Act.

Use this form to make a privacy complaint to the OIC about how a Western Australian public sector entity (or one of their service providers) has handled your personal information.

The form asks you questions about your privacy complaint, including what happened, the impact on you and how you would like your complaint to be resolved. All questions marked with an * (an asterisk) must be completed. You will be asked to submit supporting documents related to your complaint.

Important information:

-  You should first complain to the entity who you believe has mishandled your personal information and give them 30 days to respond. If you have not complained to the entity your complaint is about, the OIC is likely to decline your complaint.
-  The OIC can only investigate privacy complaints regarding actions occurring from 1 July 2026.
-  The OIC cannot investigate privacy complaints about Commonwealth government agencies (such as the Australian Taxation Office or Centrelink), private organisations (unless they are providing a service to the WA government), government agencies of another State/Territory or a member of the public who is acting in their personal capacity.

Need help?

Please contact the OIC on (08) 6551 7888 or email: info@oic.wa.gov.au if you require assistance completing this form. For more information, please visit our website at www.oic.wa.gov.au.

Use of Artificial Intelligence (AI) tools

We know you may want to use an AI tool when you write to us. Before you use an AI tool, please be aware:

-  AI tools may generate text that is unclear or unnecessarily lengthy. This can make it **harder for us to understand your complaint** and **may mean it takes us longer to process your complaint**.
-  AI tools may generate information that is incorrect, not relevant to your complaint or misrepresents how the law applies to your situation. You should **check the accuracy of any sources you are relying on and provide links**. If you provide inaccurate information **it may take us longer to process your complaint**.
-  The information you put into an AI tool **may not be private**. It may be used to improve the performance of the AI tool or be shared with others without you knowing.

How we handle your personal information

To make a complaint under the PRIS Act, the OIC will need to collect your personal information, including:

- your contact details
- details about the actions and the entity you are complaining about, and
- any prior complaint you have made to the entity about these actions and their response.

We will collect personal information directly from you and from the entity who is the subject of your complaint. We may also collect personal information from others if they have information relevant to your complaint. For example, if your complaint involves a service provider, we may request information from that service provider.

We will use your personal information to manage your privacy complaint. This will include disclosing certain personal information to the entity you are complaining about. It may also include providing a copy of this complaint form. In limited situations we may refer your privacy complaint to another entity such as the Office of the Australian Information Commissioner, the Western Australian Ombudsman, the Health and Disability Services Complaints Office or another appropriate body.

If you do not provide your personal information to the OIC, it will impact our ability to process your privacy complaint. In some circumstances it may mean we are unable to investigate your complaint.

You may request access to your personal information we hold by [contacting the OIC](#).

If you would like more information about how the OIC handles your personal information please access our [privacy policy](#) or contact us on (08) 6551 7888.

Publication of determinations

If a determination is made in relation to your privacy complaint we may publish it on our website and on the [Australasian Legal Information Institute website](#). Published determinations will generally not include any information that directly identifies you or any other individual. There are some limited exceptions where you may be named in a determination. In these circumstances we will discuss it with you before we publish the determination.

Information about your privacy complaint

Is your privacy complaint about a Western Australian public sector entity (or a contracted service provider to government)?*

The entities required to comply with the PRIS Act include Western Australian government departments, statutory authorities, the Police Force of Western Australia, local governments, Ministers, Parliamentary Secretaries, government trading enterprises and some service providers to government.

TIP: An entity's privacy policy on their website will usually state whether they are required to comply with the PRIS Act and whom you can make a complaint.

Yes

No

Unsure

Did the actions you are complaining about occur on or after 1 July 2026?*

The OIC can only investigate privacy complaints about actions that occurred from 1 July 2026.

Yes

No

What is the name of the entity you are complaining about?*

What is the website of the entity you are complaining about? (if available)

Is your complaint about the way your personal information was handled?*

The OIC can only investigate complaints involving your personal information. To understand more about this please read our FAQ [What is personal information?](#)

Yes

No

Have you made a complaint directly to the entity?*

You should first complain to the entity who you believe mishandled your personal information and give them 30 days to respond. If you have not complained to the entity, the OIC may decline your complaint. You will be asked to provide a copy of your complaint to the entity with your complaint to the OIC.

Yes

No

If yes, what was the date of your complaint?

If the entity gave you a reference ID number please provide it here:

Has the entity responded to your complaint?*

Yes

No

If yes, what was the date of the response?

Have you made the same or similar complaint to another regulator?*

For example, the Western Australian Ombudsman or the Health and Disability Complaints Office.

Yes

No

If yes, to whom did you make the complaint?

Information about you

What is your name?

Title: **First name*:** **Last name*:**

Who is lodging the privacy complaint?

Note: If you are lodging a privacy complaint on behalf of another individual, you will be asked to provide evidence of your representative's authority to act on your behalf.

- ☐ I am lodging the privacy complaint on my own behalf
- ☐ I am lodging the privacy complaint on behalf of another individual

Please provide the following details

What is the name of the individual you are lodging the privacy complaint on behalf of?

What is your relationship to the individual?

How can we contact you?

Note: The PRIS Act requires you to provide an Australian postal address with your application. If you have any questions about this requirement please [contact us](#).

Preferred contact method: **Email** **Phone** **Post**

Phone: **Email:**

Postal address*:

Suburb: **State:** **Postcode:**

Privacy complaint details

What is your privacy complaint about?*

In your own words, explain your privacy complaint. Your complaint should include the following information:

- *What happened?*
- *What personal information of yours was affected?*
- *Who did it (include names if known)?*
- *Why do you believe your personal information was mishandled?*
- *How did you find out about this?*
- *Why is the response you received from the entity unsatisfactory?*

If you have used an AI tool include links to the sources you used to answer this question.

Maximum of 5000 characters

When did the actions you are complaining about happen?*

Provide an approximate date if you aren't sure

When did you find out about these actions?*

Provide an approximate date if you aren't sure

What would resolve your complaint?*

Your proposed resolution should be connected to your privacy complaint and proportionate to the impact it had.

Maximum of 1,000 characters

Did you use an AI tool to assist you in making this privacy complaint?

It is helpful for us to know if you used an AI tool to assist you in completing this privacy complaint. If you have used AI, please note the important information about AI on the front page of this form.

Yes

No

Did you check the accuracy of the sources you relied upon and include links to those sources?

Yes

No

Please provide information to support your complaint including:

- ☐ A copy of the privacy complaint you made directly to the entity.
- ☐ Any response you received to your privacy complaint.
- ☐ Any other relevant correspondence between you and the entity.
- ☐ Other documents that support your complaint and the impact it has had on you.
- ☐ Authority to act on behalf of the complainant (if a representative is making this complaint)

Please email this form and your supporting information to info@oic.wa.gov.au