

## The TIO and your Privacy Rights



### **Legislation**

The TIO is required to adhere to the National Privacy Principles contained in the *Privacy Act 1988*.

### **What personal information does the TIO collect?**

The TIO collects personal information only where it is necessary for it to carry out its work. If you lodge a complaint or enquiry with the TIO, we will require the following information:

- your full name, address and contact details which may include a business contact number or email address
- details of the service the complaint is about – for example, telephone number or internet account name
- name of the telecommunications company your complaint is about
- specific details of your complaint including relevant dates, accounts and payment details.

### **How is this information used?**

The TIO treats all complaints as confidential between the complainant, the service provider and this office.

In dealing with a complaint, the TIO will often forward your information and complaint details, including any letters, emails and other documents that you have supplied, to the service provider concerned. If you lodge the complaint over the telephone, the TIO will often supply the notes we have made to your service provider.

If you wish to remain anonymous or do not wish to supply specific information to the TIO, you may do so. However, please note that we will not be able to register your complaint against the company and we will not be in a position to formally investigate your complaint.

### **Disclosure to other parties**

From time to time the TIO may provide complaint information, including personal information, to agencies such as the Australian Communications and Media Authority (ACMA), the Australian Competition and Consumer Commission (ACCC), Communications Alliance and other relevant industry bodies.

*Continued overleaf*

Where the TIO makes a decision that your case should be referred to another agency, we will gain your consent prior to disclosing any of your personal details.

Certain organisations, such as the police, courts of law and ACMA, have the authority to require our office to supply case details that may include personal information. If this occurs, we will comply with the requirement and advise you that we have done so.

On rare occasions the TIO hires specialist contractors to assist with resolving technical and complex complaints. When this occurs the TIO will obtain your consent prior to hiring the contractor and the contractor will be required to sign a confidentiality agreement before commencing.

### **Other information collected by the TIO**

In order to carry out its functions, the TIO maintains a database of telecommunications companies who are members of the TIO. The TIO also maintains a database of individuals and organisations who have asked to receive TIO publications and media releases.

### **Access to your information**

Under the legislation you have the right (with some exceptions) to access information about you that the TIO may have collected and held. Access to your information can be arranged by contacting the TIO's Business Manager (see below).

If your file contains reference to a third person, the details of whom may have been supplied to the TIO in the course of an investigation, we will delete all reference to the third party prior to releasing the documentation.

Any complaints about the TIO's privacy policy or procedures can be made to the TIO's Business Manager.

### **Contact details**

Business Manager

Telecommunications Industry Ombudsman

PO Box 276, COLLINS ST WEST, VIC 8007

Freecall 1800 062 058                      TTY 1800 675 692

Freefax 1800 630 614                      Email [tio@tio.com.au](mailto:tio@tio.com.au)

Website [www.tio.com.au](http://www.tio.com.au)