

TIO Privacy Policy summary

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About this summary

Telecommunications Industry Ombudsman Ltd (the **TIO**) is committed to protecting personal information that it handles, and complies with the *Privacy Act 1988*, including the Australian Privacy Principles. This summary outlines some key aspects of how the TIO handles personal information collected in the course of assisting with complaints about telecommunications providers.

More information can be found in our [full privacy policy](#). Our full privacy policy also includes information for individuals who interact with the TIO outside of its dispute resolution function (for example, individuals in industry, community or government), and contains details on how the TIO website collects information.

This summary was last updated **22 September 2014**.

The TIO and personal information

We collect personal information only where reasonably necessary to carry out our functions and activities. We use and disclose your personal information primarily to help resolve complaints we receive and handle, but also for related purposes you would reasonably expect, such as quality monitoring and training.

Collection of personal information

In most cases, we collect personal information directly from you (including any sensitive information you choose to provide to us, such as information about your health).

However, there are some circumstances where this is not reasonable or practicable and where your personal information may be collected by the TIO from third parties, such as from your authorised representative or from your telecommunications provider during the course of handling your complaint.

Use and disclosure

We use your personal information to contact you and handle your complaint. We also share your personal information with the telecommunications providers who can help resolve your complaint, including wholesale providers. These providers, or its staff, may be located overseas.

Choosing to be anonymous or using a pseudonym

If you choose to remain anonymous, use a pseudonym, or withhold information, we may not be able to handle your complaint.

Accessing and correcting your personal information

You can ask to access the personal information we hold about you, and we will provide you with access subject to some exceptions. If you ask to access your complaint file and it contains other individuals' personal information, we may delete those other information before giving you access. If you ask us to correct personal information we hold about you, we will take reasonable steps to correct it if we consider it is incorrect. We may choose to do this by adding additional information to your file, rather than deleting any personal information held.

If you have concerns or complaints about how the TIO handles personal information

You can complain to us about how we have handled your personal information. You should contact us (see below) and give us a reasonable opportunity to respond before contacting other bodies such as the Office of the Australian Information Commissioner (**OAIC**). Generally we aim to respond to and resolve complaints in less than 20 working days.

How to contact us

You can contact us at:

- tio@tio.com.au (General)
- privacy@tio.com.au (Privacy Officer)
- 1800 062 058
- PO Box 276 West, Melbourne VIC 8007

For other ways of contacting the TIO, including assisted contact options, see [Contact us](#).