

1 December 2020

Director  
Privacy Act Review  
Attorney-General's Department  
Robert Garran Offices  
3-5 National Circuit  
BARTON ACT 2600

By email to [privacyactreview@ag.gov.au](mailto:privacyactreview@ag.gov.au)

Dear Director,

### Attorney-General's Department's Privacy Act Review

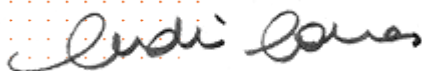
Thank you for the opportunity to comment on the Department's review of the *Privacy Act 1988* (Privacy Act) to consider whether the scope of the Privacy Act and its enforcement mechanisms remain fit for purpose in the digital economy.

Under the current [OAIC Guidelines](#) for scheme recognition, consumers can make complaints to us about privacy issues with their telecommunications provider. During Financial Year 2020, we received approximately 4,328 complaints involving privacy issues.

The OAIC Guidelines allow consumers to have their privacy issues involving telecommunications providers considered in a single forum. This avoids fragmenting a complaint between bodies if a complaint is about both privacy issues and other telecommunications related issues. We rarely receive enquiries from consumers who are unsure about whether to lodge a complaint with us or the OAIC.

I look forward to the release of the second discussion paper in early 2021 and being involved in any future conversation that may impact our scheme.

Yours sincerely,



Judi Jones,  
Telecommunications Industry Ombudsman