Queensland Police Service

Privacy Complaint Form

Use this form if you believe the Queensland Police Service (QPS) has not handled your personal information in accordance with the *Information Privacy Act 2009* (IP Act). Before completing this form, please read the Privacy Complaint Guideline located on the QPS website (available at https://www.police.qld.gov.au/privacy-complaints).

Privacy Notice

Your personal information is being collected in accordance with the IP Act for the purposes of assessing and managing your privacy complaint against QPS. The information you provide will be used for purposes related to the management of your complaint which may include provision to relevant business areas of QPS and external entities including the Office of the Information Commissioner when reasonably necessary. QPS will not otherwise disclose your information unless required or authorised by law. QPS may be unable to investigate your complaint if the requested information has not been provided. Information about how the QPS manages personal information is contained in the QPS QPP Privacy Policy (available at https://www.police.qld.gov.au/privacy).

SECTION 1

1.1 Complainant's details (* means mandatory)

Provide either a current email address or postal address so QPS can correspond with you.

First name *	
Middle name	
Last name *	
Email address	
Postal address	
Preferred contact phone number	

SECTION 2

Only complete this section if you are making a complaint on behalf of another person, otherwise progress to **SECTION 3**.

2.1 Authorised representative's details (* means mandatory)

Provide either a current email address or postal address so QPS can correspond with you.

First name *	
Middle name	
Last name *	
Email address	
Postal address	
Preferred contact phone number	

2.2 Authority to act for the complainant

If you are acting for someone else, you must provide evidence of your authority to act, evidence of your identity and evidence of the complainant's identity.

In what capacity are you authorised to act for the complainant? Select all that apply.

☐ Parent of a child under 18 years	☐ Guardian
☐ Legal representative	☐ Enduring Power of Attorney (decisions about legal matters)
☐ Other:	

SECTION 3

Describe the act or practice by QPS involving your personal information that you believe may be a breach of QPS' obligations under the IP Act. Include the personal information involved, when the incident occurred, who was involved, and why you believe the act or practice may be a breach of those obligations. Your complaint may not be accepted if it is more than 12 months since you became aware of the incident.

3.1 About the privacy concern

Date of incident, or estimate (dd/mm/yyyy)	
Date you became aware of the incident, or estimate (dd/mm/yyyy)	
How did you become aware of the incident?	
Describe the personal information about you that was involved.	

SECTION 3 (continued)

3.2 Describe the act or practice by QPS that you believe may be a breach of QPS' obligations under the IP Act.

3.3 Describe how this incident affected you.

3.4 What outcome are you seeking?

SECTION 4

Supporting documents checklist

Check the applicable boxes below to confirm which documents you are providing with your complaint lodgement:

4.1 Evidence of your identity

☐ We require you to provide evidence of your identity when you make a privacy complaint to ensure we are dealing with the right person and not disclosing your personal information to someone who is not authorised to receive it. See section 9 of the Privacy Complaint Guideline for acceptable forms of identification.

4.2 Supporting documents

☐ **Where a document forms the basis of your complaint, you must provide a copy of that document.** You may also provide any other material relevant to your complaint, such as correspondence, emails, or other supporting records.

4.3 Authority to act (if applicable)

☐ If lodging this complaint on behalf of the complainant, evidence of your authority to act on their behalf and evidence of your identity is required.

SECTION 5

5.1 Lodgement

☐ The information provided in this form is true and correct.

☐ I have read the Privacy Notice and the Privacy Complaint Guideline.

☐ I have provided any documents required for this complaint outlined in **SECTION 4**.

Date of lodgement (dd/mm/yyyy)	

5.2 Lodgement instructions

This completed form and the supporting information outlined under **SECTION 4** can be sent by email to the Privacy Unit at: privacy@police.qld.gov.au. Alternatively, you can post this completed form and the supporting information to:

Principal Privacy Officer
Privacy Unit
Queensland Police Service
GPO Box 1440
BRISBANE QLD 4001