

# Privacy Complaint Handling

## Complaints

You have a right to complain about our handling of your personal information if you believe that we have interfered with your privacy. See also section dealing with Access & Correction.

## How to complain

If you are making a complaint about our handling of your personal information, it should first be made to us in writing. You can make complaints about our handling of your personal information to our Privacy Co-ordinator at [privacy@peoplebank.com.au](mailto:privacy@peoplebank.com.au) or 02 9409 4825.

You can also make complaints to the [Office of the Australian Information Commissioner](#). Complaints may also be made to [APSCo](#) the industry association of which we are a member. APSCo administers a [Code of Conduct](#) for the professional and ethical conducts of its members.

**NOTE:** The APSCo Code and Dispute Resolution Rules do not constitute a recognised external dispute resolution scheme for the purposes of the APP's; but are primarily designed to regulate the good conduct of APSCo members.

## How your complaint will be handled

When we receive your complaint:

- ▶ We will take steps to confirm the authenticity of the complaint and the contact details provided to us to ensure that we are responding to you or to a person whom you have authorised to receive information about your complaint;
- ▶ Upon confirmation we will write to you to acknowledge receipt and to confirm that we are handling your complaint in accordance with our policy
- ▶ We may ask for clarification of certain aspects of the complaint and for further detail;
- ▶ We will consider the complaint and may make inquiries of people who can assist us to establish what has happened and why;
- ▶ We will require a reasonable time (usually 30 days) to respond;
- ▶ If the complaint can be resolved by procedures for access and correction we will suggest these to you as possible solutions;
- ▶ If we believe that your complaint may be capable of some other solution we will suggest that solution to you, on a confidential and without prejudice basis in our response;

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If the complaint cannot be resolved by means that we propose in our response we will suggest that you take your complaint to any recognised external dispute resolution scheme to which we belong or to the Office of the [Australian Information Commissioner](#)