

Privacy Inquiry and Complaints Procedure

Section 1 - Policy

(1) This Procedure is governed by the Australian Catholic University (ACU) [Privacy Policy](#)

Section 2 - Introduction

(2) ACU is committed to managing personal information in an open and transparent way.

(3) Personal information is information in any form about or an opinion about any identifiable individual.

(4) The University is a registered company and is subject to the requirements of the [Privacy Act 1988 \(Cth\)](#) (the Act). As required by the Act, the University has adopted a [Privacy Policy](#) which details how ACU manages personal information in accordance with the Australian Privacy Principles (APPs).

(5) ACU welcomes inquiries about any aspect of its compliance with the APPs. If you think that ACU may have breached the Policy or any of the APPs that apply to ACU or may have breached your privacy rights in any way you may complain using the procedures set out in this document.

(6) This document is ACU's Inquiries and Complaints Procedure as referred to in the [Privacy Policy](#).

(7) Specific terms defined in Section 9 of the [Privacy Policy](#) have the same meaning wherever they appear in this Procedure.

Section 3 - Contacting ACU

(8) If you have a privacy inquiry or complaint, you may inquire or complain anonymously to ACU using the contact details given at the end of this Procedure or you may use a pseudonym. If you contact ACU anonymously or use a pseudonym it may affect ACU's ability to respond to you or, for a complaint about ACU's management of your own personal information, it may prevent or inhibit ACU from investigating that complaint properly.

(9) If you inquire or complain about ACU's management of your own personal information ACU may require you to prove your identity before undertaking an investigation.

Section 4 - How ACU will Handle Inquiries

(10) ACU will acknowledge your inquiry promptly and will provide you with an answer to your inquiry as soon as possible and advise you of any action it proposes to take as a result of your inquiry within a reasonable time.

Section 5 - How ACU will Handle Complaints

(11) ACU will acknowledge your complaint promptly, will take your complaint seriously, and will seek a quick and fair resolution to it.

(12) Complaints will be handled by someone other than the person who made the decision or took the action you are complaining about.

(13) ACU will advise you in writing of its response to your complaint and of any action it proposes to take in relation to it within a reasonable time.

Section 6 - Your Rights if ACU does not Respond to your Complaint in a Reasonable Time or if you are Dissatisfied with ACU's Response to your Complaint

(14) If ACU does not respond to your complaint within 30 days or if you are dissatisfied with ACU's response to your complaint you may make a complaint to the [Office of the Australian Information Commissioner](#) (OAIC).

(15) To make a complaint to the OAIC follow the details for making a privacy complaint outlined on the OAIC website.

Section 7 - Updates to this Procedure

(16) This Procedure will be reviewed frequently and updated as required. Unless otherwise indicated, this Procedure will still apply beyond the review date.

Section 8 - Contact Details

(17) Contact for all matters related to privacy, including:

- a. general inquiries;
- b. accessing personal information held about you;
- c. requests to correct personal information held about you; and
- d. complaints about breaches of privacy,

should be directed as follows:

Privacy Coordinator
E: privacy@acu.edu.au
T: +617 3861 6415
P: 1100 Nudgee Road, Banyo QLD 4014

Status and Details

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Effective Date	1st April 2024
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Approval Date	1st April 2024
Expiry Date	Not Applicable
Responsible Executive	Diane Barker Director, Legal, Assurance and Governance
Responsible Manager	Matthew Charet National Manager, Governance
Enquiries Contact	Natalie Koppe Privacy Coordinator <hr/> Legal, Assurance and Governance Directorate