



Privacy Complaint Form

You can use this form to make a complaint to the Australian Transport Safety Bureau (the ATSB) about an act or practice of the ATSB or one of its contracted service providers. A privacy complaint is a complaint about how your personal information has been collected, managed, used or disclosed by the ATSB.

Can I make a complaint on behalf of someone else?

You can make a privacy complaint about how the ATSB has handled your own personal information. If you contact us with a concern about how the ATSB has handled the personal information of another person, we will assess the information you provide but may not be able to provide you with any feedback.

Privacy complaints can also be made by:

- parents on behalf of their children; and
- authorised representatives.

If you are acting for someone else, we will need evidence of your identity and your authority to act before we can give you any feedback on your complaint.

Assistance

If you need help completing this form or have questions about your privacy concerns, please contact the Privacy Officer at privacy@atsb.gov.au or (02) 6122 1601.

Privacy notice: The personal information collected from you on this form is collected by the Australian Transport Safety Bureau (the ATSB) for the purposes of assessing, conciliating and reporting on your privacy complaint. The ATSB may collect information about you from other individuals or organisations involved in the complaint for the above purposes. The ATSB may disclose the information you give us to the individuals or organisations named in the privacy complaint and, if necessary, to others who have information relevant to your complaint. In case of a challenge to the ATSB's conduct connected with your privacy complaint, the ATSB may need to disclose some of your personal information to a review body, such as the Office of the Australian Information Commissioner or a court or tribunal. You are not required to provide the ATSB with your contact details and may make a privacy complaint anonymously. However, if you do not provide your contact details, the ATSB may not be able to properly assess your complaint or inform you of the action, if any, taken in response to your complaint. The ATSB Privacy Policy contains information about how you may access to, or seek correction of, your personal information held by the ATSB. The Privacy Policy also contains information on how you can complain about a breach of the Australian Privacy Principles (APPs) and how the ATSB will deal with such a complaint. A copy of the ATSB's Privacy Policy can be found at <https://www.atsb.gov.au/privacy-policy>.

1. Complainant's details

Given name			
Family name			
Contact details <i>Please provide at least one.</i>	Address		
	Phone		
	Email		
Preferred contact method:	<input type="checkbox"/> Phone	<input type="checkbox"/> Email	<input type="checkbox"/> Post
ATSB Identifier <i>(e.g. AO-2025-001)</i>			

2. Authorised representative's details (if relevant)

If you are acting for someone else, you must provide evidence of your authority to act and evidence of your identity and the complainant's identity (e.g. your driver licence and your child's birth certificate).

Given name			
Family name			
Contact details <i>Please provide at least one.</i>	Address		
	Phone		
	Email		
Preferred contact method:	<input type="checkbox"/> Phone	<input type="checkbox"/> Email	<input type="checkbox"/> Post
Relationship to the complainant	<input type="checkbox"/> Parent of a child under 18 years <input type="checkbox"/> Guardian <input type="checkbox"/> Legal representative <input type="checkbox"/> Power of Attorney <input type="checkbox"/> Support service <input type="checkbox"/> Other (please specify): _____		

3. Details of the complaint

How do you believe your privacy has been breached?

Please provide sufficient detail to enable the ATSB to appropriately investigate your complaint, e.g. what happened, when did it happen or come to your attention, where did it happen, who was involved, what Australian Privacy Principles (APPs) do you believe have been breached?)

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What impact has this had?
What outcome are you seeking?

4. Signature and declaration	
I declare that: <ul style="list-style-type: none"> the information provided in this form is complete and correct; I have read the Privacy Notice; and where applicable, I have attached the documents required as proof of my identity and my authorisation to act on behalf of another person. 	
Signature of Complainant or Authorised Representative <i>Electronic signatures accepted</i>	
Date	

5. Supporting documents
Please attach copies of any documents you consider may assist the ATSB to assess your privacy complaint.

6. Submitting this form

Please send this completed form and any attachments by email (preferred) to privacy@atsb.gov.au or by postal address to:

Privacy Officer
Legal, Governance and Strategic Policy
Australian Transport Safety Bureau
GPO Box 321
Canberra ACT 2601