

# POLICY

## PRIVACY COMPLAINTS POLICY

**Responsibility of:** School Support Services  
**Effective Date:** August 2016  
**Next Review Date:** August 2018  
**Target Audience:** Staff/Parents/Community

**FILE2014/427**  
**EDOC 2016/29485**  
**Version Number: 1**

This document should be read in conjunction with **Privacy Complaints Handling** Guidelines and Procedures document.

### 1. POLICY

The Department of Education will manage privacy complaints in accordance with this policy and the Privacy Complaints Guidelines and Procedures.

The department's **Privacy Policy/Statement** outlines how and when your personal information is collected, managed and disclosed.

Individuals who believe the department has breached the privacy of their personal information may lodge a complaint. Complaints should be lodged in accordance with the **Privacy Complaints Handling Guidelines and Procedures**.

Individuals may also request a copy of their personal information held by the department. For more information on how to access a copy of your personal information go to <https://nt.gov.au/law/rights/freedom-of-information>.

### 2. BUSINESS NEED

The department is committed to improving compliance with the Information Privacy Principles set out in the *Information Act*. In order to do this, it recognises the importance of prompt resolution to any privacy complaints.

### 3. SCOPE

This policy applies to all Department of Education staff, parents and the community.

### 4. DEFINITIONS

**Complaint** is the expression of dissatisfaction with any aspect of the service provided, or not provided or regulated by the department. It may include the behaviour or decisions of staff, or practices, policies or procedures. A complaint must contain sufficient detail to enable it to be recorded and addressed.

**Personal information** – Section 4A of the *Information Act* (dated 1 May 2016) provides:

[www.education.nt.gov.au](http://www.education.nt.gov.au)

**4A Personal information**

- (1) Government information that discloses a person's identity or from which a person's identity is reasonably ascertainable is **personal information**.
- (2) However, the government information is not **personal information** to the extent that:
  - (a) the person's identity is disclosed only in the context of having acted in an official capacity for a public sector organisation; and
  - (b) the government information discloses no other personal information about the person.
- (3) In this section:  
**acted in an official capacity**, in relation to a public sector organisation, means having exercised a power or performed a function as, or on behalf of, the organisation.

**5. RELATED POLICY, LEGISLATION AND DOCUMENTS**

Departmental	<a href="#">Privacy Policy/Statement</a> <a href="#">Privacy Complaint Handling Guidelines and Procedures</a> <a href="#">Privacy Complaint Form</a>
Northern Territory	<a href="#">Information Act</a>

**6. CONTACT INFORMATION**

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