



**The
Lake Joondalup
Baptist College
Inc**

Privacy Act

Procedure for Request for Access or Correction of Personal Information and Handling of Complaints.

Procedure for Access to or Correction of Personal Information.

1. An individual may send a request in writing addressed to the Business Manager, formally seeking access to, or correction of, specific personal information. The request must indicate when access or correction is sought, and to whom access is to be provided.
2. The Business Manager in conjunction with the Principal will ascertain whether proof of identity of the person requesting the information or corrections is necessary to establish their right to the information. Consideration will also be given to the reasonableness of the request and the fee to be charged to cover the cost of obtaining and providing the information.
3. Unless the College believes special circumstances limit the extent of access to the information such as:
 - unreasonable impact on the privacy of other individuals,
 - request is frivolous or vexatious,
 - the information relates to existing or anticipated legal proceedings,
 - it would be unlawful.Through the Business Manager access or correction to the information will be made available as soon, as is possible.
4. Should access or correction to the information be denied, the Business Manager will provide in writing the reasons why.
5. Access may be provided by one of the following means: providing the individual with a copy of the information, allowing the individual to make notes of the contents of the record, providing a print out of information if it is in electronic form or giving the individual a summary of the information. Such access is not for the purposes of copying or mislaid documents for which purpose a fee will be charged.

Procedure for the Handling of Complaints.

The Act enables individuals to make a complaint if they feel their personal information has been handled inappropriately by the College.

1. An individual who believes his/her personal information has been handled inappropriately by the College must forward to the Business Manager in writing the full particulars of the complaint.
2. The Business Manager in conjunction with the Principal shall review the facts and determine if the complaint is valid in relation to the *Privacy Amendment (Private Sector) Act 2000* and the *National Privacy Principles* contained therein, taking into account any future amendments.
3. The Business Manager shall reply in writing in accordance with the agreed response. Every effort will be made by the College to resolve the issue at the College level.
4. If the complaint is unable to be resolved at the College level, the Privacy Commissioner may be asked to investigate the complaint.