

Your Personal Information and the Ombudsman

Fact Sheet

What is personal information?

Personal information is material we may collect that describes you and your complaints to the Ombudsman. This can anything from your name, date of birth to the circumstances of your complaint.

How do we use your personal information?

We use your personal information to help inform our team about your complaint and guide us towards a decision that's consistent with your complaint and our requirements under law. If you send us personal information we don't need, we won't retain it.

Who do you share my information with?

We may share some certain details about your complaint to the agency you have complained about, or members of other state government authorities if we are required to by law. We will never share your information with unauthorised parties.

Who has access to my personal information?

Staff from our teams of State and Local Government Complaints, Energy, Gas and Water, Child and Family Safety, Charitable Trusts and Monitoring have access to the information that they action. If you apply to work for us, human resources will have access to your application and the relevant information.

Can I learn more about how you use my personal information?

Yes! Please have a read of our Privacy Policy at the [link here](#)! If you would like to read more about the laws that govern our privacy policy, please take a look [here](#).
